

## How to Deal with Angry Customers

“Sorry about that, I’ll do what I can to help you.”

**Option 1** – “If the driver was at fault, I can remove the tip, and a manager will refund the difference and discipline the driver. Is that what you want?” (Set the tip to 0% and send Daniel or Maggie a text to process the refund.)

**Option 2** – We have promo codes for future rides that can be used one time if the driver or dispatcher made a mistake. This is in addition to any round trip discount.

**INCONVENIENCE** – additional 5% off for being late last time or in the wrong vehicle.

**WEMESSEDUP** – additional 10% off for the driver not showing up in addition to a full refund on that trip.

**REBOOK** – additional 10% off for rebooking after a refund was already issued

**Option 3** – Although we don’t do free rides or discounted trips after the customer is picked up, customers do receive a full refund in certain situations.

1. No Driver and No Lyft Available – Customer Was Not Picked Up
2. Duplicate Reservation – Same Date and Time, and Same Addresses
3. Driver More Than 30 Minutes Late and Customer Was Not Picked Up

**Option 4** – Car Seat or Booster Seat Missing, or Paid for an SUV and got a Sedan. Apply rates again and refund the difference. Send Daniel or Maggie a text to process the refund.

**Lyfts Discounts** – If we send a Lyft due to some sort of emergency (e.g. the driver had a flat tire), that does not qualify the customer for a discount unless it’s the wrong vehicle type. In other words, we sent a car and they paid for an SUV. Details about sending a Lyft are on their confirmation email.

**Refund Not Processed** – Check to see if the cancellation email and refund processed email was sent, and whether they are due a refund. If it was cancelled less than 4 hours before and it’s not business travel, then no refund is due.

**Disputes** – Customers that dispute transactions on their credit card are eventually sent to 3<sup>rd</sup> party collections if the credit card company sides with them. They still owe the money even if they don’t agree with the charge or the cancellation policy, so it’s better for them to explain the situation via email to a manager and be polite to get it resolved. Being rude will undermine their success at getting refund if they are asking for an exception to be made.

**Profanity** – will not be tolerated; you can hang up and block the number if you can’t get the customer to stop after one warning. Definitely, don’t use profanity back, try to help them, and stay professional. Try saying, “I going to have to ask you to stop using profanity, or I will have to end the call.”