

Dispatcher and Management Communication

We highly recommend you only communicate through text, and stick to what you need. Example: “I need Sunday off” or “My 3pm is a no show”. Make sure you send the text directly to the right people.

Arizona Scheduling – Amanda and Jeff (Group Text)

Texas Scheduling – Amanda

Payroll and Reimbursements – Daniel

Customer No Shows – Maggie and Daniel (Group Text)

Reservation Errors – Daniel and Maggie (Group Text)

Add-Ons (Wait Time, Extra Bags, etc.) – Daniel and Maggie (Group Text)

You can ignore this advice, but you will quickly realize that texting dispatch is better than calling dispatch, and sending messages to the wrong person won't work. This is because they may be in the middle of another job, or talking to someone else at the same time. You also don't need to respond to everything other people say. Especially if it doesn't have anything to do with you or what you need. Try to solve as many problems as you can without relying too much on other people; customers appreciate that you're paying attention, and taking care of them.

In other words, be clear and concise about what you need with dispatchers and management, and avoid too many other details. No need to write a big paragraph, or a whole novel via text. This filters out some of the emotions, and saves you a lot of time and unnecessary headache. You also don't want anyone in dispatch or management upset with you since it can have a major impact on your long term pay and bonuses, so always be professional and kind. Try to be patient; don't assume other people are ignoring you. They may not have seen your message or can't respond yet because they are driving, busy or in the air. If it's been a while, it's okay to text them a short reminder.

Some people are very nice and like to talk a lot even though they are very busy... These people end up working way more than necessary. Others may be nice and very busy, so they want to keep the conversation short... Don't assume that they don't like you, don't care, or don't value your contributions.

Management is always working on making everyone's jobs better, and solving problems as we grow the company; everything takes time and money, and it's a delicate balance, so please be understanding and be kind to everyone.

Retaining drivers is essential to avoid overworking everyone. If you know anyone with good people skills who wants to work, please let Amanda and Deb know. If your vehicle is having issues, let Nick and Deb know. Daniel is working on replacing vehicles as money comes in.