

## **Dispatcher and Management Communication**

We highly recommend you only communicate through group text to the three people below; calls make it hard to do anything else at the same time. Calls rollover, texts do not.

Arizona and Texas Dispatch (Group Text):

- Wayne 602-818-8437 (full time, after 12pm Monday thru Thursday)
- Jeff 602-762-2736 (full time, covering for Wayne in the mornings)
- Jorge 817-751-8475 (weekends only)

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. Just follow the procedures on your portal and the confirmation emails. If something is not there, text Daniel 602-859-6162

Try to be clear and concise about what you need with dispatchers, but definitely include the confirmation number. No need to write a big paragraph, or a whole novel via text.

Please be patient and professional; 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, off work, or in the air. If it's been a while, it's okay to text them a short reminder.