

# HOME PICKUP SCRIPT

(Updated 8/15/2021)

Airport Shuttle, we go door to door anywhere in Arizona and Texas 24/7.

This is \_\_\_\_\_. How can I help you?

- ✔ Is this going to be a quote for Arizona or Texas? Great, I'll be more than happy to help.
- ✔ Would you like a one way or a round trip? (Listen Carefully)
- ✔ For how many people?
- ✔ Are you going to need a sedan or a large SUV?
- ✔ What day were you thinking about going?
- ✔ And what time? AM or PM? (2-2.5 hours short trips or 3.5-4 hours longer trips)
- ✔ In order to give you a quote, what's the (pickup / drop off) address? (We pick you up at your home, city is okay for a rough estimate)

95% of our rides are going to be no sharing and non-stop, but if you want to guarantee no sharing, we also have that option.

It's going to be \$\_\_\_\_. dollars before tip (each way) (Don't Pause) Is that okay?

- ✔ What is your first name?
- ✔ And your last name?
- ✔ And what email would you like us to send your confirmation to?
- ✔ And what's a good cell phone number for you? (No Landlines)
- ✔ What airline are you flying on?
- ✔ And what's the flight number coming into (Phoenix / Dallas)? (only needed for airport pickups, can give it to us later by replying to confirmation email)

All our drivers are great!

Would you like to do a 10, 15 or 20% tip? (I recommend 10% if you (prefer cash / are uncertain), you can always give the driver extra in cash if you have a great experience).

Just to verify, you're getting picked up on \_\_\_\_\_ at \_\_\_\_\_ am/pm at \_\_\_\_\_ and dropped off at \_\_\_\_\_. Is that correct?

- ✔ I'm ready for the card number whenever you are
- ✔ And the expiration date?
- ✔ And the 3 digits? (4 digits on the front for American Express)

Great, you're confirmed, and I sent you a confirmation email, please read the email in detail to make sure the date, time, phone number and addresses are correct. When it's 1-3 people we send a nice car to pick you up like a Lincoln MKZ.

Normally your driver will be there 5 minutes early, so you can come out whenever you're ready. You're all set! Thank you for Calling (Airport Shuttle of Phoenix / Texas Shuttle).

Have a wonderful rest of your day!