



# DESERT COACH SUGGESTIVE SCRIPT

VERSION 6.5

**IMPORTANT: MAKE SURE TO ENUNCIATE AND SPEAK SLOWLY.**

## **Steps:**

### **1. GREETINGS:**

- A. "Good morning/afternoon/evening. My name is *(your name)*, how may I help you?"
- B. "Thank you for holding, my name is *(your name)*, how may I help you?"
- C. "Desert Coach, my name is *(your name)*, how may I help you?"
- D. "This is *(your name)* speaking. How may I help you?"

### **2. CONFIRMATION:**

- 1. "What **city** are you calling from?"
- 2. "What is your **flight** number?"
- 3. "Can you please confirm if you are *(# of crew)* crew members going to the *(Hotel)*?"
- 4. "Could you please provide your **phone number** in case the call drops?"

### **5. 'LAYOVER BY DESERT COACH' APP:**

"While I look up your information, have you heard about our brand-new **Layover by Desert Coach app**, which allows you to track your driver's current location directly from your smartphone? The app itself even allows you to call or text the driver. Both Android and iPhone users can download the app. If you give me permission, I will email you the download link". (*additional info at the end of this file*)

## **6. DIRECTIONS:**

### **BOSTON (BOS)**

#### **United Parcel Service (UPS)**

- “Please confirm what airline you arrived in.”

#### **American Airlines (AA) & JAZZ Airlines (QK):**

- “Please meet your driver upstairs by departures level: Door B-205.”

#### **United Airlines (UA):**

- ○ “Please meet your driver upstairs by departures level: Door B-208.”

#### **Alaska Airlines (AS):**

- “Please meet your driver upstairs by departures level: Door B-212”

#### **Hawaiian Airlines (HA):**

- “Please meet your driver upstairs by departures level: Door E-204”

#### **JetBlue Airways (B6):**

- Domestic flights:
  - “Please meet your driver upstairs by departures level, terminal C, out door 204 to the middle lane.”
- International flights:
  - “Please meet your driver upstairs by departures level, door E204 in terminal E”

#### **Delta Airlines (DL):**

- “Please meet your driver upstairs by departures level: Door A-204”

#### **Frontier Airlines (F9):**

- “Please meet your driver upstairs by departures level, door E204 in terminal E”

### **-Royal Sonesta Boston:**

- “Please meet your driver on the back of the hotel on Cambridge Parkway.”

**Note:** 1 AM to 6 AM PU & DO is at the front door (back is locked). If it's rainy, also at the front door.

### **-The Westin Copley Place Boston:**

- “Please meet your driver on the front entrance of the hotel by Huntington Ave.”

**BOSTON NOTES: All international flights, EXCEPT JAZZ, PU location door E204 by the departures level.**

## **DENVER (DEN)**

### **All airlines:**

- “Please meet your driver at Door 512 on the west side with the **RED** signs. Please head up on the departures level and cross over to lane/island 5.”

**Note:** if the crew are standing by the **blue** signs, they're on the **wrong** spot.

## **SEATTLE (SeaTac / SEA)**

### **All airlines:**

- “Please meet your driver at level 3 of the parking garage and go to AREA 3C sign located UNDERNEATH skybridge #1 towards the end of the garage, in the same direction as traffic flows.”

**SEA UPS NOTES:** We have a new location for our gateway in BFI. New gateway address will be **7525 Perimeter Rd S., Seattle WA 98108**. It's a remote guard house where the pilots will be screened by security.

**PAIN FIELD (PAE) : Pick up is at Uber/Lyft area, Outside of ground transportation.**

## **FOR UPS ONLY:**

When the UPS pilot arrives on a ***UPS flight***, you must use the following format when adding a new trip:  
**5X + FLIGHT # , NAME , EMPLOYEE ID # , PHONE #**

<b>Passengers</b>	1	5X 2014 Bruce Lefan 0867323
<b>Phone Numbers</b>		(809) 215-5089

When the UPS pilot arrives on a ***COMMERCIAL flight***, you must use the following format when adding a new trip:

**UPS, NAME, EMPLOYEE ID #, (ARRIVING + FLIGHT #), PHONE #**

<b>Passengers</b>	2	UPS JONATHAN ROSS 0556524 (ARRIVING AS 0130)
<b>Phone Numbers</b>		(674) 456-2343

## **ALASKA TRAINING RESERVATIONS (SEA):**

- Necessary information for **all** Alaska training reservations (read all questions):

**NOTE:** Make sure to select the right **account**, and add a **flight #**, before saving trip.

- **(For Alaska only)** “Are you a pilot or flight attendant?”
  - **(If pilot: use regular Alaska Training account)**
  - **(If FA: Use F/A Alaska Training account)**
- “Is your trip in the city of **Seattle**?”
- “What is the **date** of your trip?”
- “What is your **flight** number?”
- “Can you please *spell* your **full** name?”
- “What is your **Employee ID #?**”
- “Where is your **PU** location?”
- “Where is your **DO** location?”
- “What is your **phone** number?”
- “Do you need a **return** trip?”

- "We have a convenient WhatsApp link for Alaska pilots to request our ground transportation services. May I send you the WhatsApp link?"

Link: <https://chat.whatsapp.com/Dr81qDzoVjeKI0KMwxyo9U>

### **FOR ALASKA ONLY:**

When adding a trip for an ***Alaska Flight Attendant***, you must use the following format: (ACCOUNT SEA F/A TRAINING)

**F/A + NAME , ID # , PHONE #**

**IMPORTANT: FOR ARRIVALS ALWAYS ADD CARRIER & FLIGHT # IN DESIGNATED FIELDS + HIT MAGNIFYING GLASS.**

<b>PICKUP</b>			
<b>Passengers</b>	1	F/A KIM SMITH 2354321	
<b>Phone Numbers</b>		(690) 563-4533	
<b>Scheduled time</b>	11/25/24 06:02		
<b>Address</b>	17801 International Boulevard		
<b>Line 2 / Cross st.</b>	Seattle-Tacoma International Airport		
<b>City / St / Zip</b>	Seattle	WA	98158
<b>Carrier / Flight</b>	AS	0111	
<b>Airport</b>	SEA		
<b>Sched. / Actual</b>	11/25/24	06:02:00	

When adding a trip for an **Alaska Pilot**, you must use the following format: (ACCOUNT: SEA ALASKA TRAINING)

**NAME , ID # , PHONE #**

**IMPORTANT: FOR ARRIVALS ALWAYS ADD CARRIER & FLIGHT # IN DESIGNATED FIELDS + HIT MAGNIFYING GLASS.**

PICKUP		
Passengers	1	MICHAEL JONES 3451123
Phone Numbers	(601) 556-8799	
Scheduled time	11/28/24 11:50	
Address	17801 International Boulevard	
Line 2 / Cross st.	Seattle-Tacoma International Airport	
City / St / Zip	Seattle	WA 98158
Carrier / Flight	AS	0364
Airport	SEA	
Sched. / Actual	11/28/24	11:50:00

## COLUMBUS (CMH)

**All airlines:**

- “Please meet your driver downstairs at the baggage claim exit past the car rental and taxi line pick up and make an immediate left all the way to **pre-arranged parking**. The van will be parked at the curb.” (In times of overflow or heavy volume, move to the special event parking.)

### Columbus (Additional Information):

**If the crew informs you that it is their first time in CMH Airport, say the following:**

“Please head over to the baggage claim level, exit the terminal and go straight over the Ride Share pick-up island following the ground transportation sign. Keep going past the taxi stand, turn left, and walk to the very end of the row (south). On the pillar you will see a green sign marked “pre-arrange parking”. Your car is parked there.”

## **PHOENIX (PHX)**

### **All airlines (Except British):**

- “Please meet your driver downstairs by baggage claim, door 3 on the north side of the terminal and cross over to the outer curb.”

### **British Airways & Air France:**

- “Please meet your driver upstairs by departures at door 28 by the south side.”

### **FOR SKYWEST (SKW) ONLY:**

- ***Crew going to the Graduate Tempe Hotel:***
  - “In what terminal are you waiting at?”

Notes: Write the terminal in the “Message to Driver” field.

### **ALASKA & AA TRAINING RESERVATIONS (PHX):**

- Necessary information for **all** Alaska & UPS training reservations (read all questions):

**NOTE:** Make sure to select the right **account**, and add **flight #**, before saving trip.

- Is your trip in the city of **Phoenix**?
- “What is the **date/time** of your trip?”
- “What is your **flight** number?”
- “Can you please *spell* your **full** name?”
- “What is your **Employee ID #?**”
- “Where is your **PU** location?”
- “Where is your **DO** location?”
- “What is your **phone** number?”
- “Do you need a **return** trip?”

## FOR UPS ONLY:

When the UPS pilot arrives on a **UPS flight**, you must use the following format when adding a new trip:  
**5X + FLIGHT #, NAME, EMPLOYEE ID #, PHONE #**

<b>Passengers</b>	1	5X 2014 Bruce Lefan 0867323
<b>Phone Numbers</b>		(809) 215-5089

When the UPS pilot arrives on a **COMMERCIAL flight**, you must use the following format when adding a new trip:

**UPS, NAME, EMPLOYEE ID #, (ARRIVING + FLIGHT #), PHONE #**

<b>Passengers</b>	2	UPS JONATHAN ROSS 0556524 (ARRIVING AS 0130)
<b>Phone Numbers</b>		(674) 456-2343

## FOR PHX AMERICAN TRAINING (AA) ONLY:

### ACCOUNT: PHX PILOT SIMULATOR TRAINING

We have some daily pre-schedule trips for training from/to CAE to Hotel, always check if we can accommodate them in those pre-arranged ones:

From Residence Inn to CAE
0510
0925
1140
1255
1340
1755
From CAE to Residence Inn
1135
1335
1550
1905
2005
0020

-If a pilot needs a different PU time, it needs to be 1hr difference otherwise they need to wait until the pre-scheduled trip. (this is AA policy for the training trips)

**-If the trip is from/to Airport, always schedule a new trip.**

When adding a trip for an **American Airlines Crew Member**, you must use the following format:

**ONLY NAME (No ID # needed), PHONE #**

**IMPORTANT: FOR ARRIVALS ALWAYS ADD CARRIER & FLIGHT # IN DESIGNATED FIELDS + HIT MAGNIFYING GLASS.**

PICKUP		
Passengers	1	REID WATKINS
Phone Numbers	(601) 556-8799	
Scheduled time	11/26/24 06:32	
Address	3300 Sky Harbor Blvd	
Line 2 / Cross st.	Phoenix, AZ, USA Sky Harbor International Airport	
City / St / Zip	Phoenix	AZ 85034
Carrier / Flight	AA	0645
Airport	PHX	
Sched. / Actual	11/26/24	06:32:00

**AMERICAN AIRLINES (AA) Link: <https://chat.whatsapp.com/DF2kA5xmrcL14szAYzTaKB>**

## **NEW YORK (John F. Kennedy - JFK)**

### **United Parcel Service (UPS)**

- “Please confirm what airline you arrived on.”

### **American Airlines (AA):**

- “Please meet your driver at Departures level Door F: Terminal 8”

### **Delta Airlines (DL):**

- “Please meet your driver at Departures level Door 4”

### **JetBlue Airways (B6):**

- **Domestic flights:** “Please meet your driver at departures level Door 8: Terminal 5.” ▪
- **International & delayed flights:** “Please meet your driver at departures level Door F: Terminal 4.”

### **Alaska Airlines (AS):**

- “Please meet your driver at the departures level pick up area F. Terminal 8.”

**Air Canada (AC):** Terminal 7, departures level, middle island.

### **United Airlines (UA):**

- “Please meet your driver at the departures level: Terminal 7.”

### **Azores Airlines (S4):**

- “Please meet your driver at the departures level: Terminal 1, door 4.”

### **Iberia Airlines (IB):**

- “Please meet your driver at the arrivals level, middle island, pick up area A.”

### **British Airways (BA):**

- "Please meet your driver at the arrivals level: terminal 8, pick up area A."

### **Wamos Air:**

- "Please meet your driver at the arrivals level: terminal 8, pick up area A."

### **Cathay Pacific (CX):**

- "Please meet your driver at the departures level: terminal 8, door F."

### **Frontier Airlines (F9):**

**Ask: "What terminal did you arrive at?"** (put the terminal they're at in MTD)

- **Terminal 5:** "Please meet your driver at departures level, last door."
- **Terminal 7:** "Please meet your driver at departures level, last door."

### **United Parcel Service – UPS (5X / DHL):**

- UPS Ramp.

### **Hyatt JFK:**

- **A&H:** "Please meet your driver at the lower level."
  - **NOTE:** The above is for both PU & DO.

**NOTES:** All international flights get picked up at terminal 4, departures level Door F.

**IMPORTANT: A&H + ELITE ARE OWNED BY DESERT COACH. BOTH ARE A DIVISION OF THE COMPANY.**

## **NEW YORK (La Guardia - LGA)**

### **United Parcel Service (UPS)**

- "Please confirm what airline you arrived on."

### **American Airlines (AA)**

- "Please meet your driver at Departures, Level 3 - last door under the AA sign"
  - **A&H:** "Please meet your driver at ground level 1, terminal B - outside door 4."

### **Delta Airlines (DL):**

- "Will you kindly confirm where you are waiting so we can dispatch your driver there?"

#### **Note: (If the crew says they're not familiar with the airport):**

- "Please meet your driver on the departures level number 3, door 4."

### **United Airlines (UA)**

- "Please meet your driver at the departures level number 3 last door on the right under AA sign"

### **Frontier Airlines (F9):**

- "Please meet your driver at Terminal B, departures level, last door under AA sign."

### **JetBlue Airways (B6)**

- "Please meet your driver at level 2, last door on the right, under JetBlue sign."

### **Air Canada (AC)**

- **A&H:** "Please meet your driver at Terminal B ground level, arrivals, pick up area 4 or 5."
- **NY DRIVER:** "Departures level, last door under AA sign"

### **Cathay Pacific (CX):**

- **A&H:** "Please meet your driver at the arrivals level: terminal B, ground level between pickup area 4 and 5."
- **NY DRIVER:** "Departures level, last door under AA sign"

## **Southwest Airlines (SW):**

- **A&H:** “Please meet your driver at arrivals, level 1(ground level), terminal B pick up area 4 or 5”
- **NY DRIVER:** “Departures level, last door under AA sign”

## **A&H Transportation:**

- “Please meet your driver at arrivals, level 1, terminal B between areas 4 and 6.”

**LGA NOTES: A&H CAN NOT GO TO THE NORMAL PICK-UP AREA DUE TO THE SIZE OF THE VAN.**

**IMPORTANT: A&H + ELITE ARE OWNED BY DESERT COACH. BOTH ARE A DIVISION OF THE COMPANY.**

## **Martinique Hotel on Broadway:**

- “Please meet your driver on 32<sup>nd</sup> Street.”

## **Sheraton New York:**

- **NY / ELITE DRIVER:**
  - “Please meet your driver on 7<sup>th</sup> Street.”
- **A&H DRIVER:**
  - “Please meet your driver on 53<sup>rd</sup> Street.”

## **Marriott Marquis:**

- “Please meet your driver on 45<sup>th</sup> Street.”

## **NEW JERSEY (Newark - EWR)**

### **United Parcel Service (UPS)**

- "Please confirm what airline you arrived in."
- 

### **American Airlines (AA):**

- "Please meet your driver at Terminal A, Level 3 of the departures level door 1."
- 

### **Frontier Airlines (F9):**

- "Please meet your driver at Terminal B, Level 3 of the departures level door 3."
- 

### **JetBlue Airways (B6):**

- ***International flights:***
  - "Please meet your driver at Terminal B, Level 3 of the departures level door 1."
- ***Domestic flights:***
  - "Please meet your driver at Terminal A, Level 3 of the departures level door 1."

### **Air Canada (AC):**

- "Please meet your driver at departures level, terminal A – outside door 1."

### **British Airways (BA):**

- "Please meet your driver at level 2: terminal B."

## **United Airlines (UA):**

- “Will you kindly confirm what **terminal** did you arrive at?” (*put the terminal they’re at in MTD*):
  - **Terminal A:** “Please meet your driver at Level 3, outside door 1.”
  - **Terminal B & C:** “Please meet your driver at level 2. Go to door 1, make an (L), and walk straight down. You will see a bus lot, “quick pack area”. We are either parked in the parking spaces or on the curb to your left as soon as you enter the lot.”

**(For United, if the crew doesn’t know the terminal they’re at, open the trip and read the instructions within):**

<b>VITALS</b>		<b>INFORMATION</b>	
ID Code	801848900	Estimated Charges	
Account	EWR.UNITED	MESSAGE TO DRIVER	
Customer		MSG TO DRV READ	N
Profile		PICKUP GATE	
Department		PICKUP TERMINAL	
Status	Unassigned	Pickup Spot	
Type	Normal	Affiliate Rate	
Pref. vhc. type	No preference	Airline Fax Ref #	
Warning period	0	<b>ELITE TRIPS</b>	
		Confirmation 1	
		Confirmation 2	
		Vehicle Tracking 1	
		Vehicle Tracking 2	
		Trip 1 Info	
		Trip 2 Info	

**(If the crew requires more information, follow the next steps):**

- (If the crew doesn’t know the terminal) “Will you kindly confirm what **gate** you arrived in?”  
**(GATES 20-39: TERMINAL A; GATES 51-68: TERMINAL B)**

**IMPORTANT: A&H + ELITE ARE OWNED BY DESERT COACH. BOTH ARE A DIVISION OF THE COMPANY.**

## **SALT LAKE CITY, UTAH (SLC)**

### **All airlines:**

“Please meet your driver at the downstairs level outside baggage claim at area 2B.”

**SLC NOTES: THIS IS THE ONLY AREA WE ARE AUTHORIZED TO PICK UP & DROP OFF...NO EXCEPTIONS.**

## **FT. LAUDERDALE (FLL)**

### **JetBlue Airways (B6):**

- “Please meet your driver downstairs by arrivals, at the corner between terminals 3 and 4 and walk to the right, next to the ‘Taxi’ sign.”

### **Alaska Airlines (AS) / Southwest (WN):**

- “Please meet your driver downstairs by arrivals next to the letter ‘D’ as in ‘David’ sign.”

### **Ft. Lauderdale (Additional Information):**

**If the crew informs you that it is their first time in FLL Airport, please say the following:**

### **JetBlue Airways (B6):**

- A. “Do you by any chance know what terminal you came out from?”
- B. “Did you come out from terminal 3 or 4?”

**If they say “No” or “I don’t know”:**

- A. “Did you come from a domestic or international flight?”

**If they say, “Terminal 3” or “Domestic”, say the following:**

- A. “After you come out from baggage claim, please turn **right** and meet the driver at the corner.”

**If they say “Terminal 4” or “International”, say the following:**

- A. “After you come out from baggage claim, please turn **left** and meet the driver at the corner.”

### **Alaska Airlines (AS) / Southwest (WN):**

- A. “After you come out from baggage claim, please turn **right**, and walk until you reach the letter ‘D’ as in ‘David’ sign.”

### **Riverside Ft Lauderdale Hotel:**

- “Please meet your driver on the back of the hotel on 4<sup>th</sup> Street.”

## **WEST PALM BEACH (PBI)**

- “Please meet your driver upstairs, at the departures level, in the middle island, by the ‘passenger drop-off’ sign.”

## **MIAMI (MIA)**

- “Please meet your driver upstairs, at the departures level, at door 13 or 14.”

## **ORLANDO (MCO)**

- “Please meet your driver upstairs, at the departures level, under Jetblue sign.”

## **JACKSONVILLE (JAX)**

- “Pick up is upstairs, departures level, 1st door and turn to the left. There's a sign that says PU/DO transportation hotel.”

## **Hyatt Regency Jacksonville Riverfront Hotel:**

- “Please meet your driver on the side of the hotel on Newman Street.”

## **7. DRIVER STATUS:**

### **a. If the crew asks if the driver is already there: (*Skip this step if you know the whereabouts of the driver ... Max hold time 2 minutes*):**

- A. "Please hold while I check the status of your driver. Thank you."
- B. "I am going to put you on a brief hold while I check the status of your driver. Thank you."

### **b. After you know the whereabouts of the driver:**

- A. "Your driver is entering the airport as we speak. He/she is in van (or vehicle) number #. Your driver's name is ... He/she should be there very shortly."
- B. "Your driver is currently circling around the airport. He/she is in van (or vehicle) number #. Your driver's name is ... He/she will be there in a few minutes."
- C. "Yes, your driver is currently on location. He/she is in van (or vehicle) number #. Your driver's name is ..."

## **8. VEHICLE APPEARANCE:**

- A. "Please look for a (color of vehicle) 12-passenger Mercedes Sprinter."
- B. "Please look for a (color of vehicle) Chevy Suburban."

## **9. SENDOFF (After the crew thanks you):**

- A. "It's my pleasure, have a wonderful day/night."
- B. "You're welcome, have a good one."

### **Exceptions:**

**In case a driver is late to his PU, we have to combine trips, or we are using an uber (follow after STEP 3):**

**Late PU:** "Thank you for holding. I apologize for the delay. Your driver is on the way but he is currently stuck in traffic. He is approximately '#' minutes away. I'm sorry about the inconvenience. (*Wait for the crew to thank you.*) It's my pleasure. We'll see you very soon. Have a nice day/night."

**Late PU:** "Thank you for holding. I apologize for the delay. Your driver was stuck behind a drawbridge but he's close. He is approximately '#' minutes away. I'm sorry about the inconvenience. (*Wait for the crew to thank you.*) It's my pleasure. We'll see you very soon. Have a nice day/night."

**Combine crew:** "Thank you for holding. I apologize for the delay. I just spoke to your driver and unfortunately your vehicle had a flat tire. However, we have another crew at the same hotel departing in 3 minutes. If you don't mind, you can take that van with them. I'm very sorry about the inconvenience."

**If the crew asks if you are going to charge for both trips, please state the following:**

"I assure you we will charge for only one vehicle." (*Wait for the crew to thank you.*) "It's my pleasure. Have a nice day/night."

**Uber:** "Thank you for holding. I apologize for the delay. Your driver is very close. We have sent one of our **exclusive cars** to pick you up. He is approximately '#' minutes away. I'm sorry about the inconvenience. Please look for a (*inform the type, color and brand of the Uber*), your driver's name is (*inform the name of the Uber driver*). (*Wait for the crew to thank you.*) It's my pleasure. We'll see you very soon. Have a nice day/night."

**IMPORTANT:** under NO circumstance you are allowed to inform the crew that you sent an uber to pick them up. It is absolutely forbidden to use this service unless it is completely and utterly necessary.



In case the crew asks for more information about the **Layover App**:

The Authentication Code is the **airline code + crew**. For example, Alaska = **ascREW** (all in small caps, no spaces). After logging in, simply enter the flight number because the Airport Code is not necessary.

Please find the download links below:

iPhone App Store:

<https://apps.apple.com/us/app/layover-by-desert-coach/id1628057600>

Android Play Store:

<https://play.google.com/store/apps/details?id=com.desertcoach>