



Making the Call to the Passenger

The purpose of this training module is to create consistency and professionalism in every call we make to a passenger. While it may seem a simple task, how you communicate with a passenger can make all the difference in how they perceive you, Sandhills and the Airlines in our efforts to mitigate an already poor experience (remember, they think their luggage is LOST, not delayed) and our job is to make sure we don't add further frustration to an already frustrating experience.

Our goal is to reach every passenger as quickly as possible after we have a BDO created. You will only reach 50 – 60% of the passengers the first time you call. We have outlined below the content you should follow when reaching a passenger as well as when you don't and have to leave a message. While each driver has his/her own approach to these calls, it is imperative that the content be similar. It is also important that you speak clearly and confidently when talking with a passenger or leaving him/her a message.

When you reach a passenger:

- 1) With clarity and confidence, introduce yourself by name and company.
- 2) Identify the airline you are delivering for.
- 3) Ask to speak to the passenger by Name.
- 4) Confirm the address the delivery will be made to.
- 5) If it is an apartment, ask the following to help you when making the delivery.
 - a) Is there a gate code?
 - b) Are there multiple apartment buildings? If so, what is the # of their building?
 - c) What is the number/letter of their unit?
 - d) Some apartment complexes are very large so any help they can give you in finding their building might make it easier to find.
 - e) What floor is your unit on (1st, 2nd, 3rd)?
- 6) If it is a home, ask the following to help you when making the delivery.
 - a) Is the house number on the mailbox or house?
 - b) Is the home visible from the road?
 - c) What type of cars might be in the drive way (if the house number is not visible)?
 - d) Always ask if there are any issues you might run into in finding them. (Some homes are off main roads and difficult to find. Knowing what you will encounter in finding a home is always helpful and saves time when making the delivery.

NOTE: Getting as many details as possible is always important but even more so with PM deliveries. Finding house numbers on front doors with no lights is difficult. Knowing as much about a house you're looking for (e.g. cars in drive way) speeds up the delivery process.

7) If it is a business, always ask for the name of the business so when you get there it is easy to spot. Many businesses don't have addresses visible from the road and this makes it difficult to find them by street number only.

8) Give them an estimated time of delivery (always give them a range of time (1 – 2 hours, 2 – 3 hours, etc.)

This is an example of how a phone conversation might go.

"Hello, my name is **Curt** and I work with Sandhills Delivery Service. I am trying to reach **Mr. Smith** regarding luggage from **Delta** Airlines. I will be the driver bringing you your luggage. Based on everything I have right now to deliver, I will be at **123 Smith Road in Greensboro** in approximate 1 – 2 hours. Is this a good address? Is the house number on the mail box and/or house? If not, what are some distinguishing features that will help me know I'm at the right house (cars in driveway, 1 story, 2 story, color of house, etc). Will someone be home during this time frame? Thank you. If by chance I am running late I will contact you with a more accurate time prior to arrival. Feel free to contact me at this number also if you're wondering where I am.

If you fail to reach the passenger, leave a message indicating the following:

- 1) With clarity and confidence, introduce yourself by name and company.
- 2) Identify the airline you're delivering for.
- 3) Ask them to return your call immediately at **XXX-XXX-XXXX** to arrange delivery of their luggage.

This is an example of how a phone conversation might go (When you can't reach the passenger)

Hello, my name is **Curt** and I work with Sandhills Delivery Service. I am calling regarding the delivery of your luggage from **Delta** airlines. Please give me a call back at your earliest convenience to arrange delivery of your luggage. I can be reached at **XXX-XXX-XXXX**. If I don't answer, please leave a message and I will get right back to you. Thank you and I look forward to hearing from you soon. Again, my name is **Curt** and my number is **XXX-XXX-XXXX**.

If you don't reach the passenger, the driver has the option to leave the luggage in the office for the next driver, take the luggage with them in hopes that the passenger will call them back before they have to bypass that delivery or take it with them knowing they will attempt delivery. If the passenger calls you back, let them know if their luggage was left behind or whether you have it with you and when you can deliver it. Verify the address information again with them and confirm the address is on the mail box. If not, request any distinguishing features (car models in driveway, color of house, etc) that will help you find the house.

Indicate you will contact them if you are running late and offer your number to them so they can communicate with you if necessary.

Should a passenger want you to deliver to their home but they will not be there, ask if they are there now and can leave a note on the door. If yes, ask them to write a note telling you exactly where to leave the luggage and print/sign and date the note. When you get there, you will exchange the note for the luggage. If they tell you they are not there, ask them if they can text you or leave you a voice mail authorizing delivery of their luggage to the front porch. The voice mail or text should include specific directions on where to leave the luggage and their name/date/time of authorization. In any of these options, you **MUST** confirm the address and get a description of the house so you are 100% sure you are leaving the luggage at the right location.

Obviously, there are many variations to this conversation. Sometimes, passengers are angry and want to vent. If this occurs, give them that opportunity by just listening, then apologize for the inconvenience caused and assure them you will do your best to get them their luggage as quickly as possible. **Never argue with a passenger. Never be rude to a passenger.** They may have just returned home for a miserable traveling experience only to arrive without their luggage. Our job is to let them know we will get it to them as quickly as possible and apologize for the inconvenience they have endured. Making this as positive an experience as possible is the goal with each delivery. You have the power to do this in how you communicate with them throughout this process.