

Guest Transportation Coordination

By Checklist

- ☐ **Register transportation request from guest** Capture all essential information when a guest requests transport—this becomes your booking source and ensures no details are lost between shifts.
 - Obtain the **guest name**, **room number**, and **preferred departure or arrival time** (use 24-hour format, e.g., 06:35 or 14:10).
 - Ask the **destination** (airport terminal, specific address, landmark) and verify it matches their reservation or stated itinerary.
 - Confirm the **passenger count** (including luggage volume if relevant) so you select the appropriate vehicle.
 - Note any **special requests**: wheelchair access, car seat, dietary restrictions, language preferences, or suite pickup.
 - Enter all details into the transportation request form in the **PMS** or dedicated transport log immediately; do not rely on memory between shifts.
 - If a guest requests transport for a past time (e.g., booking today for yesterday), clarify the actual departure time and escalate if unclear.
- ☐ **Verify guest reservation and transportation eligibility** Confirm that the requested transport aligns with the guest's stay and hotel policy before proceeding with the booking.
 - Pull up the **guest folio** in the **PMS** and cross-check arrival date, departure date, and room type.
 - Verify the **requested transport date** falls within their stay; if requesting pickup after checkout, ask if they are extending or note as a post-stay request.
 - Check the **rate plan or notes** to confirm whether transport is included (e.g., airport package guests receive complimentary transfers) or if a charge applies.
 - If the guest qualifies for complimentary transport, record this in the request so billing is not incorrectly applied.
 - If transport is paid, confirm the **payment method** on file and verify pre-authorization; if not authorized, advise the guest of the estimated cost before proceeding.
- ☐ **Select appropriate transportation provider and vehicle type** Match the guest's travel needs and time window to the right provider and vehicle class to ensure service quality and guest satisfaction.
 - Review your **approved provider list** (airlines, car services, hotel shuttle, rideshare partners) and note their **availability windows** (e.g., shuttle runs 06:00–22:00 daily).
 - For airport transfers, confirm the **airport code** and **terminal**, then verify provider routing—some services do not serve all terminals or have extended wait times.
 - Select the **vehicle type** based on passenger count and luggage: sedan for 1–2 passengers with light luggage, SUV for 3–4 with multiple bags, shuttle or van for 5+.
 - If the requested time falls outside provider hours (e.g., 04:30 am when shuttle starts at 06:00), offer alternative times or escalate to private car service.
 - Compare **cost** across approved providers if multiple options exist; present options to paying guests, or select the most efficient approved service if complimentary.

- ❑ **Obtain guest confirmation and consent** Verify the guest explicitly agrees to all booking details before you finalize the reservation with the provider.
 - **Repeat back** the confirmed details: passenger count, departure/arrival time (24-hour format), destination or pickup point, and vehicle type.
 - Confirm the **cost** (if applicable) and any **surcharges** (fuel, tolls, after-hours fees) so there are no surprises on the final bill.
 - Ask if the guest **has luggage** or special items (instruments, sports equipment, pets in carriers) that might require notification to the driver.
 - If the guest is checking out, confirm **luggage storage** if transport is delayed; if staying, confirm **room number** and **preferred pickup point** (main entrance, side entry, suite).
 - Obtain explicit consent by asking: "Shall I go ahead and book this transport?" Record the response and timestamp in the request form.
- ❑ **Book transport with provider and record confirmation** Execute the booking with your selected provider and capture all confirmation details for guest reference and internal tracking.
 - **Contact the provider** via phone, app, or system (depending on service type) and provide complete guest details: name, time, destination, passenger count, vehicle type, special requests.
 - If booking via **PMS integration** or **automated system** (e.g., shuttle management platform), enter the request and confirm receipt by the system.
 - **Record the confirmation number** or reference code provided by the provider; store this in both the **request form** and the **guest folio notes** for instant retrieval.
 - Note the **driver name** (if available), **vehicle plate or description**, and **estimated arrival time** if it differs from the requested time.
 - If booking for an **early departure** (before 05:00), verify the provider has logged the request and ask for an **acknowledgment callback** 24 hours prior.
 - Immediately **flag any issues**: provider fully booked, time unavailable, or vehicle type unsuitable. Escalate to supervisor or offer alternative (different time window, upgraded service).
- ❑ **Communicate booking details to guest** Deliver confirmation information to the guest in writing so they know exactly when and where to be ready.
 - **In person** (at check-in or lobby): Hand the guest a **confirmation card** or printed document stating **transport time, vehicle description, driver name, confirmation number, and pickup location** (e.g., meet at main entrance at 06:45).
 - **Via phone** (if guest calls ahead): Read back the full itinerary and ask the guest to repeat the **time and pickup location** to confirm understanding.
 - **Via email or text** (for remote bookings): Send a summary: "Your airport transfer is booked for Tuesday 06:45 from the main entrance. Driver: [name]. Vehicle: [description]. Confirmation: [number]. Reply to confirm."
 - If **payment is required**, include the **estimated cost** and **accepted payment methods** in the communication.
 - For **early departures** (before 06:00), provide an **optional courtesy wakeup call** and emphasize the importance of being ready on time.
 - **Pitfall**: Do not assume the guest wrote down the confirmation number. Always provide it in writing or on a card.

- ❑ **Update guest folio and shift log with transport details** Document the transport booking in systems so all staff (current and incoming shifts) can access status and details.
 - In the **PMS guest folio**, add a **note** or **alert**: "Transport booked: [provider] at [time] to [destination]. Confirmation: [number]. Driver: [name]."
 - If your hotel uses a **dedicated transport log** or **shift handoff sheet**, enter the same information under the **guest's room number** with a **status indicator** (booked, confirmed, completed, cancelled, no-show).
 - Mark the **transport type** (shuttle, private car, rideshare, taxi) and **cost** (complimentary or charged amount).
 - For **multi-day stays** with multiple requests, create a **separate entry for each** to prevent checkout confusion.
 - Attach **special notes** to the folio: wheelchair-accessible vehicle, extra luggage time, guest prefers quiet driver, etc.
 - If the transport is **not confirmed** by the provider immediately, flag this and set a **reminder to follow up** 24 hours before departure.
 - **Pitfall**: Do not forget to update the shift log when handing off; incoming staff must know all scheduled pickups and pending confirmations.
- ❑ **Confirm transport 12–18 hours before scheduled departure** Reconfirm the booking with the provider to catch any changes or issues before the guest is at risk of being stranded.
 - **Review the transport log** at the start of your shift and identify all transports scheduled within the next 18 hours.
 - **Call or message the provider** to confirm they have the guest on the schedule: "Good morning, confirming pickup tomorrow at 06:45 from [hotel name] for guest [name], traveling to [destination]. Confirmation [number]. Is this still locked in?"
 - If the provider confirms, update the **folio status** to "Confirmed" and note the time of confirmation.
 - If the provider reports **any issue** (cancellation, time change, vehicle change), **immediately notify the guest** via phone (preferred) or room visit to resolve; do not delay.
 - If the provider is **unreachable** or **not responsive**, escalate to your supervisor and begin **backup provider outreach** immediately.
 - For **very early departures** (04:00–05:30), confirm the evening before so the provider prioritizes the callout.
 - **Pitfall**: Do not assume the provider has the guest's contact information; always provide a **guest phone number** so the driver can reach them 30 minutes before pickup.
- ❑ **Monitor transport status during scheduled time window** Track the guest's transport in real time so you can intervene if issues arise and prevent guest stranding.
 - **30 minutes before pickup**, check the **transport app or provider system** (if available) to see the driver's **GPS location and ETA**.
 - If the driver is **significantly delayed** (more than 10 minutes late), immediately **contact the guest** via phone: "Your driver is running about 15 minutes behind and should arrive by 06:55. Are you still ready?" This prevents anxiety or missed pickups.
 - If the **driver is not dispatched** or **ETA is unknown** within 15 minutes of scheduled time, **call the provider** urgently to determine the issue and request a revised ETA or backup vehicle.
 - Once the **guest has been picked up**, update the **transport log status** to "Completed" and note the **actual pickup time** and any delays.
 - If the guest **does not appear** at the pickup point within 5 minutes of the driver's arrival, instruct the driver to **call the guest room** (provide room number); if no answer, escalate to the front desk.
 - Log any **incidents**: late arrivals, guest complaints, cancellations, or damage reports for follow-up and provider feedback.
 - **Pitfall**: Do not rely on the guest to report problems; proactively monitor departures in real time to solve issues before they escalate.

- ☐ **Handle no-show or transport cancellation** If a guest does not use their booked transport, follow a clear protocol to minimize cost and resolve the situation.
 - If the ****driver arrives and the guest is not ready**** after a 5-minute wait, the driver will call the guest room. If no answer, call the ****guest room**** from the front desk immediately.
 - If the guest ****cancels the transport****, confirm this with the provider right away (some services charge cancellation fees if cancelled within 30 minutes).
 - If the guest is ****in-house**** and cancels, update the folio and log to "Cancelled" and note the time. If the hotel is liable for a cancellation fee, document this in the ****guest account**** for potential dispute resolution.
 - If the guest is ****checking out**** and the transport is missed, try reaching them via phone to confirm they found alternative transport; if unreachable, note the no-show in the folio.
 - If this is the ****third no-show or cancellation**** with the same guest or provider, flag it for supervisor review to determine whether to restrict future bookings.
 - ****Report no-shows to the provider**** by end of shift so they can optimize future scheduling and billing.
 - ****Pitfall****: Do not assume a no-show is the guest's fault; always verify with the provider that the driver actually arrived at the correct location and time.
- ☐ **Process payment or apply complimentary credit** Charge or credit the transport cost to the guest's folio according to their rate plan and agreement.
 - If ****complimentary transport**** is included in the guest's rate plan (e.g., executive suite, airport package), apply a ****\$0 charge**** or a ****complimentary credit**** to the folio so no unexpected line item appears.
 - If ****transport is paid****, confirm the ****agreed cost**** from your booking and add it to the ****guest folio**** under a line item such as "Ground Transportation" or "Airport Transfer." Use the ****provider's invoice**** or internal rate as the source.
 - If the guest ****disputes the charge**** at checkout, pull up the ****confirmation details**** you provided (time, destination, rate) and cross-check with the ****provider invoice****. If a discrepancy exists (e.g., surcharge applied), contact the provider for clarification.
 - If the ****transport was cancelled by the hotel**** (due to operational error or overbooking), apply a ****credit or waiver**** to the folio and note the reason.
 - If the guest is ****checking out**** and a transport charge is still pending (e.g., awaiting provider invoice), note this in the folio and process payment after checkout or include an estimated charge.
 - ****Pitfall****: Do not forget to apply complimentary credits; guests notice if charged for a service that should be free, and checkout disputes damage relations.
- ☐ **File or archive transport documentation** Keep all transport records organized for audits, billing reconciliation, and future reference or disputes.
 - ****At the end of each shift****, print or export the ****daily transport log**** and file it in the designated folder (physical or digital) with the date and shift (e.g., "2025-11-09_morning_transport.pdf").
 - Include ****all bookings, cancellations, and no-shows**** for that shift, even if the transport has not yet occurred (for incoming shift reference).
 - ****Monthly****, collect all transport logs and reconcile them with ****provider invoices**** to ensure every booking has a corresponding charge or credit and no missing records.
 - If ****discrepancies**** appear (a booking made but no invoice, or invoice exceeds the agreed rate), escalate to the operations manager for investigation.
 - ****Retain records for at least 6 months**** (or per your hotel's retention policy) in case of guest disputes or audits.
 - If a guest ****files a complaint**** related to transport (rude driver, late arrival, overcharge), pull the ****original booking documentation**** to investigate and provide evidence.
 - ****Pitfall****: Do not discard or lose records; they are your only proof of what was booked, when, and for how much.