Collect the detail before you confirm the pickup.

Use a familiar job. Mark what you have checked, note the gaps and agree the next step with your team.

1. Identify the flight and the local date.

- [ ] Verify flight number, arrival date and airport.
- [ ] Record the planned pickup in the correct local time.
- [ ] Check the return journey separately.

2. Count people, bags and practical needs.

- [ ] Collect passenger names and a usable contact.
- [ ] Count large and cabin bags separately.
- [ ] Confirm special requirements before accepting the work.

3. Write the meeting point in human language.

- [ ] State the terminal and exact meeting point.
- [ ] Agree the greeting sign or contact method.
- [ ] Verify the destination and every intermediate stop.

4. Explain what the quote includes.

- [ ] Review the rate breakdown and included service.
- [ ] Confirm any waiting or parking treatment.
- [ ] Check the accepted quote and payment status independently.

5. Check the handover before the journey.

- [ ] Confirm the named driver and vehicle.
- [ ] Check that the driver has the meeting instruction.
- [ ] Review flight updates without silently rewriting the pickup plan.

Our next step / owner / date

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