A calmer day starts before the first pickup.

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

1. Open tomorrow before closing today.

- ☐ Confirm the service, passenger count and luggage.
- ☐ Check driver and vehicle coverage for each job.
- ☐ Allow for travel between assignments and known operating constraints.

2. Put exceptions ahead of routine work.

- ☐ Name the person resolving each exception.
- ☐ Check the latest customer reply against the booking.
- ☐ Distinguish a tender response from an awarded job.

3. Send a complete brief.

- ☐ Verify the terminal, hotel entrance or meeting point.
- ☐ Keep passenger instructions attached to the job.
- ☐ Check the driver’s acceptance and relevant acknowledgements.

4. Keep the plan and the actual status separate.

- ☐ Confirm changes before notifying affected people.
- ☐ Check status timestamps and unresolved sync states.
- ☐ Record the reason for a material change.

5. Close the shift with a useful handover.

- ☐ List unassigned or unconfirmed work.
- ☐ Record outstanding customer and partner replies.
- ☐ Link incomplete receipts or billing items to their jobs.

Our next step / owner / date

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