

Concierge

The Airport Transfer Standard

Five steps for every car booked to or from the airport. Flights often land early, and a guest left waiting in arrivals remembers it longer than the drive.

Who	When	You need
Concierges, with the hotel driver or car partner	Every arrival and departure transfer booked through the desk	Flight number, the guest's mobile, bag count, the transfer log
Measured by Flight number on every transfer booking · Driver in arrivals at the landing time · Departure time agreed the evening before		

1 Book by flight

Take the flight number, not just the landing time, plus the guest's mobile, the number of people and bags, and any child seats. Send it to the driver in writing 24 hours ahead and ask for the plate.

"Mr Okafor, flight AZ 211 from London, two adults, four bags, one child seat for a three-year-old. Is that right?"

Common mistake Booking by landing time only. The flight lands 40 minutes early, and the guest waits in arrivals with a tired child.

2 Track it

Check the flight 3 hours before landing and again at take-off. If the time moves by more than 15 minutes, tell the driver and update the log. The driver is in the arrivals hall from the landing time.

"AZ 211 now landing 15:40, not 15:10. Driver told 13:05, in arrivals from 15:40. S. Bianchi."

Common mistake Leaving the tracking to the driver. When the flight is diverted, nobody tells the hotel, and the car waits for no one.

3 Meet by name

The driver waits inside the arrivals hall with a sign showing the guest's surname, or initials if the guest asked for discretion. The driver takes the bags, offers water, then calls the desk.

"Mr Okafor is in the car, leaving now. About 40 minutes to the hotel. Two adults, one child, four bags."

Common mistake Waiting outside with the car instead of in the hall. The guest walks straight past and joins the taxi queue.

4 Warn the door

When the driver calls, tell front office and the door team the arrival time, number of guests and bags within 2 minutes. If the room isn't ready, front office sets the plan before the car arrives.

"Okafor arriving 16:25. Two adults, one child, four bags. Room 412 ready. Door team has the name."

Common mistake Keeping the driver's call to yourself. The car pulls up and the door team has to ask the guest who they are.

5 Time the departure

The evening before, agree the pickup time with the guest. Work back from the flight: 2 hours at the airport for short-haul, 3 for long-haul, then the drive at that hour, then 15 minutes more.

"Your flight is at 11:30, Mrs Laurent. The drive takes 50 minutes in the morning, so I'd suggest the car at 08:20."

Common mistake Letting the guest pick a time with no calculation. They choose 09:00 because it sounds relaxed, and reach check-in late.

Working Back From the Flight

The sum the desk does the evening before every departure. Check your own airport's advice, adjust the times, and the desk stops guessing pickup times.

The flight	At the airport	Then add
Short-haul, hand luggage only	90 min before departure	Drive time at that hour + 15 min
Short-haul, checked bags	2 hours before departure	Drive time at that hour + 15 min
Long-haul	3 hours before departure	Drive time at that hour + 15 min
Travelling with young children	30 min more than above	Drive time at that hour + 15 min
Wheelchair or airport assistance	30 min more, assistance booked	Drive time at that hour + 15 min
Private jet terminal	As agreed with the handler	Drive time at that hour + 10 min

How to use this with your team

Brief the table on Monday. Each day after, one concierge works out a real departure from tomorrow's list aloud in under a minute. Check drive times at rush hour and update the card each season.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.