

Customer Service

The benefit to your business of good customer service

The impact on the trade and other parts of the business (operators) of bad service

What constitutes good customer service in a taxi or private hire vehicle?

The current taxi and private hire market (apps etc.) and how this impacts upon consumer choice and expectation

Practical examples of good customer service

What to do if a customer asks you to do something that is wrong or illegal

Is the customer always right?

How following rules and regulations helps to reinforce good customer service (wearing of badges, helping with luggage etc.)

Customer service statistics (examples from business and surveys that show how customers react to good and bad service)

Rules and Regulations

A thorough journey through all rules and regulations including:

How and where to stop safely

How to correctly identify a passenger

The risks of misidentifying a passenger (plying, insurance, driver safety, bad customer service)

Seatbelts

Smoking

Signage

Luggage

Confirming the route

Meter use

Receipts

Dealing with requests from customers (windows, music etc.)

Payment

Assisting with driver details in the event of the customer wishing to make a complaint

Driver Safety and Reporting Crime

CCTV

Safety Screens

Credit and Debit card machines

The law and how this protects you (non-payment of fares, assault, abuse)

How to report an incident and how to ensure it is correctly investigated

Civil claims for unpaid fares

Criminal offences

Practical tips (driving at night, keeping doors locked, windows up etc.)

Current trends and risks to drivers

Safe-Guarding

How to spot the signs of exploitation in general.

What this means for taxi and private hire drivers specifically (training is tailored to this trade rather than generic 'safe-guarding' training)

Real examples of incidents to work through and give opinions and thoughts on
Child Sexual Exploitation – definitions and signs, age of consent, the law concerning human trafficking

Extremism – definitions and signs, the dangers posed by all forms of extremism

Modern Slavery – definitions and signs, the law concerning human trafficking

County Lines (drug trafficking) – definitions and signs, children particularly at risk.

The warning signs.

How to report concerns

What happens to your information?

Keeping yourself safe when assisting others

Disability and Equality Awareness

Split in to three parts – the law, business benefits and practical assistance

The law covers:

The Equality Act 2010

What equality means

Civil and Criminal elements of the Act

Reasonable Adjustment and what this means for drivers

The risks of non-compliance (fines, criminal offences)

Business benefits cover:

The numbers of disabled passengers and types of disability

The growing market and the economic reasons behind this growth

The market specific to St Albans and Hertfordshire

The spending power of the disabled community

The growth in other issues such as mental health and dementia and how this will impact on the trade

County Council school contracts

Practical assistance covers:

Assisting wheelchair users

Language to use

Language to avoid

Sighted Guiding

Assistance for passenger with learning differences

Assistance for passengers who are autistic

Assistance Dogs and other dogs that assist but are not recognised in law

Dementia, dementia friendly cities and the future of safe-guarding vulnerable adults