

Communication skills and building relationship with passengers

- Taxi driver, we were nearly there, why didn't you just cross it quickly?
- Madam, I'm really sorry!
- I know you're in a hurry, but road safety come first.
- Jesus! I work from 9am, and it's 8:30am now!
- If I'm late, my boss will scold me.
- Madam, I've been driving as fast as possible.
- But the road condition isn't something I can control!
- I'm just saying. Can't I say anything at all?
- You know I'm a patient person.
- But the passenger was so unreasonable!
- When the passenger gets edgy, listen carefully first.
- And try to think from the passenger's perspective.
- Don't let your emotion get the best of your judgement,
- which will hinder your mind from finding a solution.
- I see! Try to think from her perspective,
- and in this way we can achieve a win-win situation!
- That's right!
- If I can't arrive at office in time, I'll be scolded by my boss.
- Last time a colleague was late for 10 minutes, and my boss scolded him for an hour!
- Madam, if you have to arrive by 9am, we can still make it.
- But last time even though I reached this location 10 minutes earlier, I was still nearly late!

- According to my experience, the road ahead is more congested at this time.
- I guess you went straight ahead last time, so you ran out of time.
- But we can make a detour via the harbour front.
- The distance is longer, but there are fewer vehicles and traffic lights.
- You should be able to arrive at office by 9am.
- Would you try this option?
- Sure! Thanks, driver!
- You're welcome!
- In this way, you can achieve a win-win situation.
- That's it! I have to say, a driver like me saves the day!
- Stop bragging, chap!
- Remember, when you listen to and comprehend a passenger's request,
 - listen carefully first, then try to understand and think,
 - and respond to the passenger in a correct way.
- Listen, understand, think, respond.
- Got it, Brother Ming! Thank you so much for your advice!
- Last tip, make it a habit of being polite.
- When talking to passengers,
 - use more "magic words",
 - for example, excuse me/I'm sorry
- May I.../Could you...? You are welcome
- These words make a huge difference when it comes to communication with passengers

- If it's done right,
- passengers will appreciate it and may get back to you frequently for future hire!
- Brother Ming, you're right!
- Currently, many taxi-hailing mobile applications
- allow passengers to evaluate the service performance of the taxi drivers,
- and give feedbacks.
- So, many will know if you're providing good or bad service!
- Really? Many will know about it?
- Right!
- In fact, there are many taxi-hailing mobile applications out there.
- These mobile applications cover three types of taxis,
- namely urban taxi, Lautau taxi and New Territories Taxi.
- Matching features are also available in these applications,
- such as letting passengers to select pick-up point, drop-off point,
- and which road harbour crossing to be used, etc.
- Oh, you are really smart!
- Look at how well you know about mobile applications like this,
- and you're now taking me through it.
- No big deal!
- If drivers are all smart and confident like you,
- respect from passengers will come our way naturally.
- I often ask drivers to be dressed in neat clothes,
- and stay positive. That helps boost the confidence of passengers in us.

- I got it.
- Let me give you a few more tips.
- Keep your smile. Speak loudly
- Use simple words. They are all good ways to build self-confidence!
- Thanks, Brother Ming!
- Don't mention it! Bill please!