

Handling customer conflicts

- Great, no queue ahead!
- It's 4 o'clock now.
- I can change shift at 5:00pm after crossing the harbour.
- To Kowloon Bay, please!
- Good afternoon, Madam! It's a cross-harbour taxi stand here.
- I'm rushing to cross the harbour for shift-changing. Sorry!
- If you're rushing to change shift, why queue up here?
- Hurry up! I'm in a hurry!
- We taxi drivers are service providers,
- and passengers are service users.
- We should try our best to provide quality service to passengers.
- Conflicts often arise from lack of communication.
- Passenger react strongly because they think that the driver is refusing hire.
- In this situation, we had better adjust our mindset.
- Calmly analyse the problem.
- That is, if the passenger is in a hurry,
- and at the same time I'm rushing to cross the harbour for shift-changing,

- yet my explanation is ignored by her,
- then I'd choose to take her to Kowloon Bay as quickly as possible.
- Be pragmatic.
- Seek to create a win-win situation by adopting an attitude of mutual respect and understanding.
- Got it!
- What are you waiting for?
- Madam, actually a taxi queuing at a cross-harbour taxi stand
- has the right to refuse hire not for a destination across the harbour.
- But seeing that there aren't any taxis at the urban taxi stand ahead,
- and you're in a hurry,
- I'll help you this time even though I am rushing to change shift!
- That's very kind of you!
- My attitude and tone just now were a bit too harsh! My apologies.
- Thanks!
- The fare is \$75 please.
- Okay!
- Sorry, I have only a \$1,000 note and no change.
- Okay! A large-denomination notes again. I've received a couple of such notes today. Just a moment, please!

- As Brother Ming said, we should learn how to avoid unnecessary conflicts with passengers,
- and calm the passenger down.
- Think carefully what the problem is and find out the solution to it!
- After we grasp the problem and its cause, we'll know what to do!
- Sir, I'm terribly sorry. As you can see, I've tried to look for change,
- but I really don't have enough change for you, as the change I got has been given to the last passenger.
- Do you have any electronic payment app installed to your mobile phone?
- Yes, I have!
- Thanks!
- Oh, my mobile is running out of power.
- Well... That doesn't matter!
- It seems I've put a \$100 note here!
- Thank you so much!
- Now, here's your change.
- And the \$1,000 note is returned to you!
- Thanks!
- Thank you!
- When a driver is confronted with problems, instead of being

pessimistic and passive,

- it is better to solve the problem proactively.
- We should carefully and patiently explain to the passenger,
- and take action to tackle the problem.
- Be pragmatic, and show mutual respect and understanding.
- The fare is \$ 143.5, please.
- What? A trip within the urban area costs as much as \$143.5?
- Nonsense! I used to take the same ride for about \$100 only!
- Sir, that might be true a few years ago. You also have to consider we got stuck in a traffic jam.
- I'm only charging according to the taximeter.
- How do I know if you have tampered with the taximeter?
- As Brother Ming said, we should learn how to avoid unnecessary conflicts with passengers,
- and calm the passenger down.
- Sir, can I give you the receipt for your trip so that you can check it!
- If there was intent to cheat, the taximeter might have been modified already!
- This passenger reacted like this possibly because he has been cheated by dishonest drivers before.
- I should comfort him, and try to adopt a soft approach,

- instead of a hard approach which may lead to a lose-lose situation.
- Sir, overcharging is an offence under the laws of Hong Kong, and I will never do so!
- I don't care! I'll only pay you \$100!
- Don't try to cheat me! Your tricks will not work on me!
- Sir, if you insist like this, there is no other alternative.
- I can only ask the Police to help us solve the problem!
- Fine, you win! I'm in a rush to meet my boss. How much?
- The fare is \$143.5, please.
- Here's \$150, keep the change!
- Thank you!