

Basic Customer Service Skills

- Time for a break!
- Keung, why are you slacking off?
- Brother Ming, what brings you here!
- I'm not slacking off. I just came back from the airport without having any food yet!
- Good to take a break. Never drive under fatigue.
- It's the key to good customer service!
- Of course I know that!
- I just felt a bit tired, so I came over here to take a rest,
- doing stretching exercise and drinking some water.
- Health matters a lot, so does a good driving attitude!
- Obey traffic signals
- No speeding
- Pay extra attention when overtaking
- Ensure safe vehicle reversing
- I did all of them!
- Do you know what else you should pay attention to?
- Don't you try to test me!
- Maintain personal hygiene. Keep the taxi and everything inside clean and tidy.
- Don't smoke and keep the taxi free of cigarette smell.
- Be polite and attentive. Don't swear.

- Speak simple English as necessary.
- I'm learning English.
- I go to school by bus.
- Nice! I've also learnt to say:
- I go to work by taxi.
- You speak quite well too!
- On top of that, what else makes good customer service?
- There're many! Besides being polite,
- I always charge the fare according to taximeter;
- prepare before work at least \$100 worth of notes and coins for giving change as required by law,
- so that I won't be short of change after giving change to the first passenger;
- remind the passengers to pay surcharges,
- such as toll fee and baggage fee;
- take initiative to ask passenger which tunnel to take,
- and whether receipt is needed.
- That's how you do it!
- What's more! I abide by the law.
- I'll never do anything against the law,
- like refusing hire or soliciting passengers.
- Never!
- In case any property is found and left unclaimed,

- I will hand it to the police station within 6 hours after it was found,
- and call a taxi radio call service centre and “Road Co-op Lost & Found
- 24-hour Free Hotline for Lost Property on Taxi” at 187 2920
- to make a loss report!
- That’s very smart of you. Can you really do them all?
- Not really. Last time there was a passenger complaining against me ...
- Hey, it’s hot in your car. Is the air-con on?
- Can you set the temperature down?
- Madam, I’m afraid I can’t. It is required by law to switch off idling engine.
- I could only turn on the air-con when you got in. It’s a bit hot now, but soon it will cool down.
- Soon I will not be sitting here!
- I pay so much for the taxi fare, but can’t even enjoy air-conditioning.
- I should’ve taken a bus!
- When handling a complaint, don’t let emotions take the better of you.
- Stay calm.
- Let the passenger know that you are willing to help.
- Apologise for any inconvenience caused to the passenger.
- It can make a big difference!
- Give it a try!

- You're right. Argument leads you nowhere!
- Sorry, madam, it's a bit hot today.
- This may help you! It'll get cooler in no time!
- You provided such good service because she was pretty?
- Of course not. Effective handling of complaints
- may make passengers feel satisfied.
- This can not only build good relationship with them,
- but can also build up positive attitude, boost self-confidence,
- acquire a sense of self-satisfaction and pride. Ha ha!
- That's my boy. The meal is on me!
- It's so nice of you! Let's go!
- Effective handling of complaints
- may make passengers feel satisfied,
- and this can not only build good relationship with them,
- but can also build up positive attitude, boost self-confidence,
- acquire a sense of self-satisfaction and pride. Why not do it now!