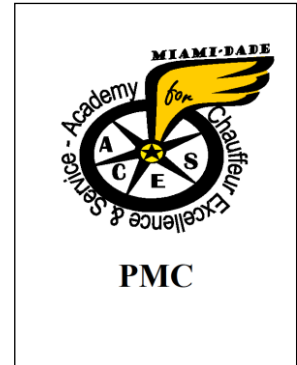


PMC Exam Study Guide

This exam study guide works in conjunction with the PMC manual, obtained from our office when you register for the class.



Customer Service & Professionalism

- What is your primary service?
- Why do customers use your service?
- What is the definition of professionalism?
- What desirable qualities should a professional chauffeur possess?
 - Both behavioral and physical qualities.
- What should a knowledgeable professional know?
- What is a customer?
- What is your moment of truth?
- What factors contribute to the customer's overall satisfaction or dissatisfaction?
 - Both operator and vehicle.
- Review the Three C's (Courtesy, Care, Communication)
- Know and understand the Americans with Disabilities Act.
 - Can you refuse a service animal if you are allergic to it?
- Understand what the Platinum Rule means.
- How can you facilitate effective communication?
- Dealing with difficult customers, i.e. HEAT.
 - What does the T in H.E.A.T. mean?
- What is perceived value?

Personal Safety & Defensive Driving

- Understand the importance of being aware of your surroundings.
- Why is it important to greet and maintain eye contact with the customer?
- What are the most dangerous hours to be working?
- What are some driving distractions?
 - How many crashes are caused by a driving distraction?
- Understand the effects of cell phone use and abuse.
- Driving while drowsy (DWD)
 - What is implied consent?
 - What happens to your C.R. license if you receive a DUI conviction?
 - What are the warning signs of drowsiness and fatigue?

Code Rules & Regulations

- Chauffeur Registration License
 - When does the C.R. license expire?
 - How many days prior to its expiration can you renew?
 - Review key information listed on the C.R. license.
- What are the license rules of operation?
 - In order to provide for-hire transportation in Miami-Dade County, what should the company obtain first?
- Review chauffeur violation/requirements

Code Rules & Regulations (continued)

- Review For-hire Transportation Chapter 8CC - Schedule of Penalties (General requirements)
 - For example: Reference number 875: Failure to obtain a chauffeur's registration: \$1000 citation
- What are the for-hire vehicle standards and deficiencies?
- List of For-Hire vehicle standards code violations (FER)
 - For example: Code Section 31-104(a) No valid operating permit displayed or expired results in a vehicle suspension.

NOTE: It is important to understand what will happen if you violate an 8CC or FER.

8CC example: The use of abusive language will result in a citation.

FER example: Worn tires will result in a vehicle suspension/red reject decal.

FER example: Minor body damage will result in a deficiency/green temporary decal.

- Vehicle Inspections
 - How often do vehicles need to be inspected?
 - What happens to a vehicle if it has a minor non-safety or major safety related issue?
- What are some helpful hints when taking the vehicle to the inspection station?
- 8CC Citation & Revocation of C.R. license
 - If you receive a citation, how long do you have to pay or appeal?
 - What are the circumstances for which PTRD may suspend or revoke your C.R. license?

Geography

- How is Miami-Dade County divided?
- What are its four quadrants?
- Avenues & Streets
 - Name and numbers
 - Ex. 42nd Ave is also known as LeJeune Road
 - Ex. Ives Dairy Road is also known as _____.
- What is the set-up for Coral Gables?
- What is the set-up for Homestead? How is Homestead divided?
- Understand the meaning of STL & CRAP acronym.
- Review how to read an address.
- Review causeways.
 - How many causeways connect you to Key Biscayne and Miami Beach?
 - Name and number
 - Ex. McArthur Causeway is also known as _____.
- Expressways
 - Name, number, and direction they run.
 - Ex. Palmetto Expressway is also known as SR-826, and runs North/South with an East/West corridor
 - Ex. Dolphin Expressway is also known as _____ and runs _____.