



## **TAXI Exam Study Guide**

### **Customer Service**

- Understanding cab drivers are the first impression to visitors when visiting Miami-Dade County.
- How to deliver good customer service?
- What are important customer service skills?
- What are the three basic customer service relations skills?
- What are some tips to providing a good first impression?
- What are some desirable qualities of a professional chauffeur?
  - Behavioral qualities, physical qualities, and the vehicle
- Understating the importance of having a professional attitude.
- How to earn tips?
- What is perceived value?
  - How often do dissatisfied customer return?
  - What does negative advertisement mean?
- What are the most frequent customer complaints?
- Dealing with difficult situation.
- Please review the exercise and scenario within this section.

### **American with Disabilities Act (ADA)**

- What is ADA?
- What is a service animal?
- How does ADA define discrimination?
- What happens if you violate your customer ADA right?
- What are some guidelines for assisting customers with disabilities?

### **Code Rules & Regulations**

- Understand a code enforcement office can stop a taxi vehicle anytime even with passengers.
- Chauffeur Registration License
  - When does the C.R. license expire?
  - How many days prior to the expiration can you renew?
  - Review key information listed on the C.R.
- Review Taxi chauffeur requirements/violation.
- Review For-Hire Transportation Chapter 8CC-Schedule of Penalties: (Chapter 31-Chauffeur's Requirements)
  - Ex. Ref. Number 875 Failure to obtain a chauffeur's registration: \$1000 citation.
  - Ex. Smoking while transporting passengers will result in a citation

- Ambassador Cab Chauffeur Violations
  - How many 8CC citations will get you removed from the Ambassador Cab Program?
  - How long is the suspended?
- 8CC Citations -Driver Related Violations
  - Understanding that signing a citation is not an admission of guilt but acknowledges that you received it.
  - If you receive a citation, how long do you have to pay or appeal?
- Revocation of C.R. license
  - What are the circumstances for which PTRD may revoke or suspend your C.R. license?

### **Code Rules & Regulations (continued)**

- Miami International Airport
  - What are the rules of engagement when operating at MIA?
    - Entering MIA.
    - Understanding what the Taxi Lot indicator lights means.
  - Meter Rates: Rate 1 & 2
  - Airport Region Taxicab Service (ARTS)
    - Which 8CC will get ARTS drivers removed from the program?
- Vehicle Standards & Inspections
  - What two decals are required to be posted on the front windshield?
- What happens to the vehicle if it has a minor non-safety or a major safety related issue?
- Review taxicab inspection checklist and helpful hints
- Review List of For-Hire Vehicle Standards Code Violations (FER)
  - Ex. Worn tires will result in a vehicle suspension/red reject decal.
  - Ex. Missing hubcaps or wheel covers will result in a deficiency/green temporary decal
- Understand a code enforcement officer is allowed to inspect the exterior and interior of the cab.

### **Geography**

- How is Miami Dade County divided?
- What are the four quadrants?
- Review Avenues & Streets
  - Name and number
    - Ex. 42<sup>nd</sup> is also known as \_\_\_\_\_.
    - Ex. Ives Dairy Road is also known as \_\_\_\_\_.
- What is the set up for Coral Gables?
- Understanding the meaning of STL & CRAP acronym.
- Review how to read an address.
- Causeways
  - How many causeways and where the causeway connects to?
  - Name and number
    - Ex. McArthur Causeway is also known as \_\_\_\_\_.
- Expressways
  - Name, number, and the direction they run.
    - Ex. Florida Turnpike is also known as SR-821 and runs North/South plus has an East/West extension.
    - Ex. Dolphin expressway is also known as \_\_\_\_\_ and runs \_\_\_\_\_.