

TAXI Exam Study Guide



Customer Service

- Understanding cab drivers is 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 for 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 customers return?
 - What does negative advertisement mean?
- What are the most frequent customer complaints?
- Dealing with a difficult situation.
- Please review the exercise and scenario within this section.

Americans with Disabilities Act (ADA)

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

Code Rules & Regulations

- Understand a code enforcement officer 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/violations.
- 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 suspension?
- 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 mean.
 - 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 the 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. 42nd is also known as _____.
 - Ex. Ives Dairy Road is also known as _____.
- What is the setup for Coral Gables?
- Understanding the meaning of STL & CRAP acronyms.
- Review how to read an address.
- Causeways
 - How many causeways and where does the causeway connect 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 _____.