Basic job skills:

Taxi driver

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| **Tasks for the taxi driver:**   * transport passengers to the correct destination * drive safely * ensure their own and others’ safety * help passengers with luggage * ensure that the taxi is in proper technical condition in accordance with regulations, and arrange for necessary service * ensure that the vehicle is clean and tidy at all times * demonstrate professional conduct as a taxi driver   There will be some differences between the duties of taxi drivers in and outside cities. |

**Reading**

**On a daily basis the taxi driver will:**

* read traffic signs and instructions
* keep up to date on driving conditions
* read information about passengers and orders
* read messages or logs from the dispatch centre
* read bookings and messages on the taximeter
* read bookings and messages via various apps

**Regularly the taxi driver will:**

* read information about new procedures
* read non-conformity reports
* read route descriptions on maps or GPS
* read error messages on the taximeter
* read shift plans
* read emails and messages

**Occasionally the taxi driver will:**

* find relevant information in the driver’s handbook
* be familiar with taxi-related laws and regulations, agreements and documents
* read training material
* read and familiarise themselves with new procedures
* consult technical manuals
* read safety information and procedures for safe driving
* read information and forms relating to their own employment relationship
* read driving and rest period provisions
* read identity tags on persons with serious illnesses
* be familiar with rules on uniforms

**Writing**

**On a daily basis the taxi driver will:**

* register passengers and orders
* prepare the daily settlement
* register as available or occupied, and approve bookings on the taximeter
* log their own shifts

**Regularly the taxi driver will:**

* log technical problems and non-conformities
* report incidents to superiors
* write messages about errors and defects to other drivers or shift management
* write emails and messages

**Occasionally the taxi driver will:**

* report and document incidents in the event of accidents, robberies or threatening situations
* report and document material damage or personal injuries
* report and document vandalism and theft
* forward complaints from passengers
* report error messages from the taximeter to the licence holder/taxi dispatch centre
* write non-conformity reports
* write notes and assignments in connection with training
* fill in various forms relating to their own employment relationship

**Oral skills**

**On a daily basis the taxi driver will:**

* greet passengers in a friendly manner
* ask for travel documentation or payment
* communicate with passengers about where they are going
* help passengers into and out of the vehicle in a polite manner
* communicate in a formal way with other drivers
* understand the importance of being service-minded and be familiar with different communication situations
* give oral reports on incidents during their own shift
* take part in informal conversations with passengers and colleagues

**Regularly the taxi driver will:**

* report problems while driving and ask for help
* resolve problems with passengers
* handle unforeseen situations
* handle criticism in a constructive manner
* respond to special requests
* receive oral messages and instructions
* be familiar with how to treat passengers with special needs
* inform passengers about the benefits of using the company’s apps

**Occasionally the taxi driver will:**

* communicate with superiors about the need for information or assistance
* communicating with the persons in charge in the event of illness and death
* know how to handle intoxicated, threatening and violent passengers
* handle emergencies
* be familiar with and communicate customers’ right to complain about the transport and how to proceed
* pay attention during training in new procedures and regulations
* cooperate with and talk to other training participants
* take part in training in health, safety and the environment (HSE)
* attend meetings and provide input
* conduct performance reviews with the supervisor
* report incidents or accidents

**Numeracy**

**On a daily basis the taxi driver will:**

* be familiar with forms of payment and settlement
* check payments and return the correct change
* complete the settlement and check cash holdings against credit sales
* calculate discounts
* read and assess numerical information from dashboard instruments
* calculate fuel consumption or remaining range in relation to the driving pattern
* be able to plan and choose a driving route based on road standard and environmental consequences
* take into account customers’ needs for the cheapest mode of travel

**Regularly the taxi driver will:**

* check their own payslip
* log their own driving
* calculate the time spent on assignments
* check tire pressure and inflate tires with the correct amount of air
* measure tire tread depth and assess whether it is adequate
* read and consult maps, GPS and road atlases
* assess the height and length of the vehicle to ensure safe driving

**Occasionally the taxi driver will:**

* consider whether the number of passengers exceeds the legal limit
* read and assess numerical information in relation to technical specifications
* consider assignments and further driving based on driving and rest period provisions
* be familiar with the costs that form the basis for operating a taxi licence
* be familiar with market-related and financial conditions relating to taxi transport
* use maps or GPS to calculate distances and preferred routes

**Digital skills**

# On a daily basis the taxi driver will:

* read the taximeter
* log their own shifts
* complete the settlement at the end of their shift
* use GPS to find their way
* use a mobile phone

**Regularly the taxi driver will:**

* submit accounts
* use the dispatch centre’s app for bookings
* keep timesheets
* send messages to colleagues or superiors
* stay up to date on relevant events via the internet
* write a log for use by the garage
* use a smartphone and tablet with different apps relating to tasks
* send emails with attachments

**Occasionally the taxi driver will:**

* log incidents via messages
* document non-conformities and accidents via messages
* take photos to document accidents etc.
* find HSE regulations online
* send and fill in contracts
* help customers with electronic payment services
* use various training and certification resources
* stay up to date on ISO approvals and EU/EEA requirements
* read training material and use e-learning programs
* find and read the dispatch centre’s website to stay up to date
* use social medial to keep up to date and advertise their own business
* use QR codes and barcodes as needed
* use various digital arenas for collaboration and communication
* use standard office software