

More units of online training course for enhancing service quality of in-service taxi drivers rolled out

The Transport Department (TD) and the Committee on Taxi Service Quality (CTSQ) rolled out today (December 31) the fourth and fifth units of the online training course to enhance the service quality of in-service taxi drivers. The units are introduction to the relationship between taxi owners/management agents and drivers, and knowledge about wheelchair-accessible facilities in taxis.

The training course is composed of five units of short videos. The first three units, namely communication skills and building relationships with passengers; handling customer conflicts; and basic customer service skills, were rolled out in November.

All the units are now available at the webpages of the [TD](#) and the [CTSQ](#), as well as the [TD's YouTube channel](#). In-service taxi drivers can at any time view the videos and download them free of charge.

To encourage taxi drivers' active participation in the training course, taxi drivers who have completed the training course may opt to attend a written test arranged by the TD free of charge. They will be presented with a certificate of recognition by the TD and the CTSQ if they have passed the test as a token of encouragement. The TD and the CTSQ will announce the enrolment details at their websites in January 2019.