

Online training course for enhancing service quality of in-service taxi drivers rolled out by TD and Committee on Taxi Service Quality

The Transport Department (TD) and the Committee on Taxi Service Quality (CTSQ) today (November 16) rolled out an online training course for enhancing the service quality of in-service taxi drivers and encouraged taxi drivers to actively join the training course to boost their customer service skills.

The training course is composed of five short videos covering communication skills and building relationship with passengers; handling customer conflicts; basic customer service skills; introduction to the relationship between taxi owners/management agents and drivers; and knowledge about wheelchair accessible facilities in taxis.

The first three units of the training course are now available on the webpages of the [TD](#) and the [CTSQ](#), as well as the [TD's YouTube Channel](#). In-service taxi drivers can view the videos at any time and download them free of charge. As for the remaining units of the training course, they will be available by end of this year.

To encourage taxi drivers' active participation in the training course, taxi drivers who have completed the course may opt to attend a written test arranged by the TD free-of-charge. As a token of encouragement, they will be presented with a certificate of recognition by the TD and the CTSQ if they pass the test. The TD and the CTSQ will announce the enrollment details on their websites in late December.