

Taxi Driver Commendation Scheme recognises quality taxi drivers (with photo)

The prize presentation ceremony for the Taxi Driver Commendation Scheme 2018 jointly organised by the Committee on Taxi Service Quality (CTSQ) and the Transport Department (TD) was held today (January 18). Ten taxi drivers were presented with "quality taxi driver" awards, and one of them received the "most popular taxi driver of the year" award, in recognition of their service excellency and endeavours to provide quality taxi services to passengers.

Speaking at the prize presentation ceremony, the Chairman of the CTSQ and Commissioner for Transport, Ms Mable Chan, encouraged passengers to appreciate taxi drivers more for providing quality services so that more drivers can be commended to let members of the public know more about their quality service and meaningful stories of good deeds. In addition, she said she hoped there would be mutual respect and politeness between drivers and passengers.

Ms Chan also expressed appreciation for the support from the taxi trade in the past year to enhance the quality of taxi services as recommended by the CTSQ. The CTSQ and the TD rolled out an online training course recently for enhancing the service quality of in-service taxi drivers to boost their customer service skills. The training course is composed of five short videos covering communication skills and building relationships 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.

A total of 10 drivers were given "quality taxi driver" awards this year. The reasons for their nomination included assisting passengers to find lost property, helping passengers proactively, having good driving attitude and being sincere to passengers, being responsible towards passengers and participating in charitable work. This year, the "most popular taxi driver of the year" award was presented to the taxi driver with the highest votes in the public online voting held in November and December last year.

The Taxi Driver Commendation Scheme receives nominations all year round. Nominations will be assessed by the CTSQ based on the driving record, conduct, on-job training record, good behaviour being commended and passengers' satisfaction on taxi services provided by the driver concerned. Ten of the nominees obtaining the highest combined scores from the public voting and a professional assessment panel will be given "quality taxi driver" awards.

To encourage public participation, members of the public who vote for

awarded taxi drivers may win a "Smart Voters" prize. A total of 100 prize winners will be presented with souvenirs. The lucky draw result will be announced in early March.

A list of the award winners and details of the Taxi Driver Commendation Scheme and related activities are available at www.ctsq.org.hk/votetaxidriver/en/index.html.

