

Customer Service Policy

T&T Private Hire Ltd

Purpose: To outline the principles and guidelines for providing exceptional customer service to ensure passenger satisfaction and loyalty.

1. Commitment to Excellence

1.1 Customer-Centric Approach

- All employees and drivers must prioritize the needs and comfort of passengers.
- Deliver services that meet or exceed passenger expectations.

1.2 Core Values

- Professionalism: Maintain a courteous and respectful demeanour at all times.
 - Safety: Ensure the safety and security of passengers.
 - Reliability: Provide timely and dependable service.
 - Integrity: Act honestly and ethically in all interactions.
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2. Service Standards

2.1 Availability

- Operate during designated business hours and strive to offer 24/7 availability where possible.
- Maintain adequate fleet size to meet customer demand efficiently.

2.2 Timeliness

- Arrive at pickup locations promptly and adhere to scheduled pickup times.
- Inform passengers promptly of any unexpected delays.

2.3 Vehicle Quality

- Keep vehicles clean, well-maintained, and stocked with necessary amenities (e.g., tissues, phone charging ports).
- Ensure all vehicles comply with safety standards and local regulations.

2.4 Professional Conduct

- Greet passengers courteously and assist with luggage if needed.
- Refrain from using inappropriate language or engaging in discriminatory behaviour.

- Respect passenger privacy and confidentiality.
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3. Communication

3.1 Clear and Effective Communication

- Provide passengers with clear details about estimated arrival times, routes, and fares.
- Use polite and professional language during all interactions.

3.2 Complaint Handling

- Listen attentively to customer complaints or concerns without interrupting.
 - Apologize sincerely for any inconvenience and take immediate steps to resolve issues.
 - Escalate unresolved complaints to management when necessary.
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4. Safety and Security

4.1 Driver Responsibilities

- Follow all traffic laws and drive defensively.
- Ensure passengers wear seat belts during the ride.
- Be vigilant and responsive to any security concerns during trips.

4.2 Passenger Safety

- Offer assistance to passengers with special needs or disabilities.
 - Maintain a zero-tolerance policy for harassment or threatening behavior.
 - Provide clear instructions on emergency procedures if necessary.
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5. Feedback and Improvement

5.1 Customer Feedback

- Encourage passengers to provide feedback through surveys, online reviews, or direct communication.
- Monitor feedback regularly to identify areas for improvement.

5.2 Continuous Training

- Provide ongoing training to drivers and staff on customer service excellence.
- Update employees on new policies, regulations, and best practices.

5.3 Performance Monitoring

- Use performance metrics (e.g., customer satisfaction scores, complaint resolution times) to evaluate service quality.
 - Recognize and reward employees who demonstrate outstanding customer service.
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6. Compliance

6.1 Legal and Regulatory Adherence

- Comply with all local, state, and federal regulations governing taxi operations.
- Ensure drivers possess valid licenses and required certifications.

6.2 Data Privacy

- Safeguard passenger personal information in compliance with data protection laws.
 - Use electronic payment systems securely to protect customer data.
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