



Bulletin No 477

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## A NICE FRIENDLY MANNER REAPS REWARDS

Who was the driver so nice to his customer at the Adelaide Airport Taxi Rank that instead of a job to the bus station the customer booked him for a 500km round trip to Renmark.

He hopped out of his taxi and helped the customers with their luggage, he greeted his customers with a nice friendly smile and friendly conversation.

His car was clean, and he was wearing a neat and tidy uniform. He is proud of his industry and proud of his job as a taxi driver.

The customers loved what they saw, and they wanted to show their appreciation by giving him the job of his life.

A true story and a recent event. It has happened before but only happens to those who fit the description of our lucky driver above.

Customer service is easy when you have pride in what you do. Your customer is the most important visitor to your taxi, they are doing you a favour by giving you the opportunity to serve.

Remember the taxi industry is a service industry and good customer service reaps rewards.

*A friendly reminder from your Taxi Council.*