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TAXICAB AND LIMOUSINE DRIVER

CERTIFICATION PREP PACK

Congratulations on your decision to pursue *emerit* Professional Certification for Taxicab and Limousine Driver.

By completing the certification process and earning the *emerit* Tourism Certified Professional (TCP) designation, you will join the thousands of tourism and hospitality professionals in Canada and around the world who have improved their skills and knowledge and advanced their career with *emerit*.

This Prep Pack will help you prepare for the certification process. It includes information about *emerit* Professional Certification for Taxicab and Limousine Driver, the requirements for obtaining your certification, practice exam questions, and information on how to use your *emerit* TCP credential once you have completed your certification.

About *emerit* Professional Certification

Certification from *emerit* identifies and recognizes candidates who meet the National Occupational Standards for their occupation. National Occupational Standards are documents that catalogue the skills and knowledge required to be competent in an occupation. They are developed by industry professionals and other subject matter experts to reflect actual workplace conditions and current issues affecting the occupation. Certified professionals have demonstrated that they have met the Standards, gaining recognition as a top performer in their field and the increased job mobility and opportunities that industry credentials provide.

All *emerit* certification exams and evaluations are built directly from the National Occupational Standards for the occupation. The National Occupational Standards are the most important study resource for those preparing for the certification exam. There are also occupation specific Workbooks, eBooks and Online Learning available from *emerit* which are excellent resources on their own or as preparation for certification, but they are not required to be certified. Prior learning, past experience and knowledge gained while working in the occupation or industry are also valuable for those challenging the certification.

Requirements for *emerit* Taxicab and Limousine Driver Professional Certification

Knowledge exam

Candidates must pass a proctored multiple choice exam. The exam questions are based on the skills and knowledge included in the National Occupational Standards for Taxicab and Limousine Driver.

Workplace Experience

Candidates are required to provide a record of relevant experience related to their occupation. This experience is normally employment related, but in some cases volunteer hours, formal training and education may also fulfill these requirements. For Taxicab and Limousine Driver Professional Certification, candidates must have six months or 600 qualified hours of work experience in the occupation.

Performance Evaluation

Performance evaluations test a candidate's ability to consistently apply the skills and knowledge in the National Occupational Standards under real working conditions. A performance evaluation for Taxicab and Limousine Driver, usually an incognito on the job observation, may be required in some jurisdictions.

Taxicab and Limousine Driver Practice Exam Questions

- 1** A car cuts in front of the vehicle, forcing the driver to slam on the brakes. What should the driver do next?
 - A.** Honk the car horn
 - B.** Do nothing and continue with the trip
 - C.** Make a hand gesture to express your feelings
 - D.** Allow extra space between both vehicles

- 2** A passenger becomes angry when the driver takes a different route than the passenger usually takes, even though the driver's route will be less distance and less costly. What should the driver have done to avoid this conflict?
 - A.** Confirm the route with the passenger
 - B.** Ask the passenger how to get to the destination
 - C.** Tell the passenger that only one route can be taken
 - D.** Confirm the destination with the passenger

- 3** Which of the following actions could a driver carry out to assist a visually impaired passenger?
 - A.** Offer an arm to support the passenger
 - B.** Speak slowly and clearly to the passenger
 - C.** Lead the passenger's guide dog
 - D.** Open the door of the vehicle

- 4** A driver is waiting for a passenger to get into the vehicle and notices that he is having difficulty due to a physical disability. What should the driver do?
 - A.** Ask the passenger if someone can assist him
 - B.** Ask the passenger if he needs help
 - C.** Get out of the vehicle and help the passenger
 - D.** Allow the passenger plenty time to enter the vehicle

- 5** At the end of a shift, a driver notices that a coat has been left in the back seat. The driver notifies dispatch. The driver writes down the following details: description of item, time and date. Which of the following elements should also be recorded?
 - A.** Vehicle number
 - B.** Passenger's name
 - C.** Estimated value
 - D.** Company name

- 6** At the end of a trip, a passenger is surprised at how high the fare is. The driver explains that he was unsure of the route and made an error along the way. The customer refuses to pay the full fare. What should the driver do?
 - A.** Explain that the passenger must pay the full fare
 - B.** Offer the passenger a full refund of their fare
 - C.** Reduce the fare by the relevant amount
 - D.** Ask the passenger to contact dispatch

- 7** What is the best thing for a driver to do when a passenger is being verbally abusive in the vehicle?
 - A.** Pull over and politely ask the customer to leave
 - B.** Ignore the customer and continue driving
 - C.** Deliver the passenger to the destination and add a service charge
 - D.** Ask the passenger to stop, and if they do not, drive to the police station

- 8** A driver picks up a passenger who has a speaking disability. Which of the following would be most helpful to communicate with the passenger?
 - A.** Hand gestures
 - B.** Lip reading
 - C.** Pen and paper
 - D.** Eye contact

- 9** Before starting a shift, the driver uses his/her radio by speaking with dispatch. This is an example of which of the following?
- A.** Making certain the equipment is working
 - B.** Alerting dispatch to the shift beginning
 - C.** Ensuring the equipment complies with regulations
 - D.** Following professional conduct
- 10** A driver is taking an unaccompanied child to a pre-arranged destination. On arrival, what should the driver do?
- A.** Obtain a signature from the person responsible for the child at the destination
 - B.** Verify that the person greeting the child is the person identified on the request
 - C.** Ask the person at the drop-off location to confirm the child has arrived
 - D.** Obtain the phone number of the person at the drop-off location
- 11** A group of 6 passengers would like to enter the vehicle and be taken a few short blocks. However, there are only enough seatbelts for three passengers. What should the driver do?
- A.** Take all passengers to the destination
 - B.** Offer to have dispatch call a second taxicab
 - C.** Ask passengers to share the seat belts
 - D.** Refuse service to all passengers
- 12** A driver is driving alone after dark. Which one of the following precautions should the driver take?
- A.** Turn on the interior lighting
 - B.** Turn the headlights on full beam
 - C.** Unfasten the seatbelt
 - D.** Lock the vehicle doors
- 13** Which one of the following actions should a driver carry out to keep an eye on the passenger during the journey?
- A.** Maintain a conversation
 - B.** Adjust the rear-view mirror to view the passenger
 - C.** Ask the passenger to sit in the front seat
 - D.** Turn to look at the passenger repeatedly
- 14** Which of the following actions is the best way to identify if a passenger presents suspicious behaviours?
- A.** Initiate conversation and make eye contact
 - B.** Ask the passenger's name and verify if there is any hesitation
 - C.** Establish a rapport with the passenger and ensure destination is safe
 - D.** Find out about the interests of the passenger and determine if they present a danger
- 15** A driver is experiencing icy conditions on the road. What should the driver do in this situation?
- A.** Drive with foot on the brake
 - B.** Stop at the garage and have winter tires installed
 - C.** Increase distance between vehicles
 - D.** Pass slower vehicles with caution
- 16** Which one of the following is a good reason for promoting local tourism?
- A.** To demonstrate personal knowledge
 - B.** To encourage two-way discussions
 - C.** To share the local history
 - D.** To improve the passenger's satisfaction

- 17** A driver is completing the pre-shift inspection of their vehicle. The emergency brake light is lit up in the display although the emergency brake is not on. What should the driver do?
- A. Continue inspection and start shift as scheduled
 - B. Drive the car to the garage for a maintenance check
 - C. Note the issue and continue with the inspection
 - D. Consult an automobile mechanic after the shift
- 18** Which of the following is part of a pre-trip inspection?
- A. Wash car
 - B. Check fuel oil levels
 - C. Record meter readings
 - D. Check for lost items
- 19** What should the driver do if the following indicator lights up on the vehicle's dash board?
- BRAKE**
- A. Allow more time for the car to brake
 - B. Have the brakes inspected immediately
 - C. Bring the car to a garage to install new brakes
 - D. Have the car towed to the nearest garage
- 20** A driver suddenly experiences a problem with their vehicle, forcing them to end service immediately. Which of the following would be the best course of action?
- A. Ask the passenger to wait until the vehicle has been repaired
 - B. Ask the passenger to find alternate transportation
 - C. Coordinate with dispatch to send another vehicle
 - D. Try to fix the vehicle with help from the passenger
- 21** Where should the trip record be completed?
- A. At headquarters
 - B. At the driver's home
 - C. In the vehicle
 - D. Outside the vehicle
- 22** A passenger is paying for a \$9.50 fare with a \$10.00 bill. The driver should do which of the following?
- A. Give the customer a receipt for \$10.00
 - B. Count out 50 cents in change to the customer
 - C. Assume that the 50 cents is a gratuity and thank the customer
 - D. Ask the customer politely if change is required
- 23** A passenger insists on leaving a tip for the same amount of the fare, which is a large amount. What should the driver do?
- A. Tell the passenger that he/she cannot accept the tip
 - B. Offer a free trip to the passenger
 - C. Ask the passenger why they want to leave such a large tip
 - D. Thank the passenger for the tip
- 24** When driving a passenger beyond the city limits, in a jurisdiction where flat rates apply, the fare is \$11.00 within the city plus \$1.30 per additional km. If the final destination is 5 km outside of the city, what is the final fare?
- A. \$16.90
 - B. \$17.10
 - C. \$17.50
 - D. \$18.80
- 25** All purchasing receipts related to the job should be retained for which of the following reasons?
- A. To maintain as personal information
 - B. To share information with other drivers
 - C. To provide information to the company
 - D. To record expenses

Getting the Most from Your *emerit* Professional Designation

When you complete the certification process, you earn the right to use an *emerit* Professional Designation. Depending on your occupation, you will be awarded the Tourism Certified Professional (TCP), Tourism Certified Supervisor (TCS) or Tourism Certified Manager (TCM) designation. Like other academic and professional designations, you can proudly display the TCP, TCS or TCM credential after your name to identify yourself as among the top performers in your occupation.

You should use your *emerit* professional designation:

- On résumés. Employers recognize and look for *emerit* training and certification when hiring. Display your *emerit* credentials to stand out from the crowd and move your résumé to the top of the pile.
- On business related material. Displaying your credential on business cards, in email signatures, and on correspondence shows your commitment to professionalism and industry leadership.
- On social media. From Facebook to LinkedIn, including your *emerit* credential in your profile is a great way to make connections and be found by other professionals in your industry.
- To promote tourism and hospitality careers. Proudly displaying your *emerit* credential will encourage others to think about careers in tourism and hospitality, and help attract the best new applicants to the industry.

When people see TCP, TCS or TCM after your name, they will want to know what it means. Here are a few points that you can use to explain your professional designation.

People who have earned *emerit* credentials:

- Have a comprehensive understanding of the skills and knowledge required to perform their job.
- Have demonstrated that they meet nationally recognized occupational standards for their profession.
- Have gained professional recognition of their expertise in their field.
- Have taken extra steps to demonstrate commitment to their career, profession, and industry.

You will have many opportunities to promote *emerit* to customers, peers and your employer. By helping others recognize *emerit* and the value of certification, more people will become certified and your place of employment and the industry will become more profitable.

Promote certification and *emerit* credentials by:

- Displaying your certificate where it will be seen by guests and co-workers.
- Informing your current employer of your *emerit* credentials and what they mean.
- Talking to co-workers and industry peers about the *emerit* certification program.
- Being an active member of the *emerit* community by participating in development projects and joining *emerit* related groups on social media sites such as LinkedIn and Facebook.

Answer Key	1 B	4 B	7 A	10 B	13 B	16 D	19 B	22 B	25 D
	2 A	5 A	8 C	11 B	14 A	17 B	20 C	23 D	
	3 A	6 C	9 A	12 D	15 C	18 B	21 C	24 C	

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