

**Demo PDF file. This file includes questions: 5 from 15. Full version of file looks the same as demo, but full version includes all questions. You may download file with all questions by link on bottom of this page**

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## Customer Service

### 1. Passengers who hail a taxicab or SHL must pay the fare when?

- 1. At the beginning of the trip, if the driver requests it and it is after midnight and before 6 a.m
- 2. At the beginning of the trip, if the driver requests it
- **3. Only at the end of the trip**
- 4. At any time during the trip when requested by the driver

Note:

*All passengers must pay the fare at the conclusion of their trip.*

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### 2. If a customer in a wheelchair asks you to let him sit in the front and load the wheelchair in the trunk of the vehicle, you should:

- 1. Explain to the customer that he can only sit in the rear seat, which is safer
- **2. Load the wheelchair and let the customer sit in the front**
- 3. Charge the customer extra
- 4. Tell the customer that he must take an ambulance

Note:

*At the request of a passenger the TLC driver should allow him/her to sit in the front seat*

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### 3. A driver can yell at and threaten a passenger only when the following occurs:

- 1. The passenger is intoxicated
- 2. The passenger refuses to pay the fare
- 3. The passenger refuses to stop smoking
- **4. None of the above**

Note:

*TLC drivers must always be courteous and professional when communicating with passengers.*

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### 4. When may a driver refuse to pick up a passenger?

- 1. If the animal is not in a container
- **2. A driver may never refuse to pick up a passenger with a service animal**
- 3. If the animal looks like it might shed hair in the vehicle
- 4. If the passenger does not present a certificate describing the need for a service animal

Note:

*A TLC driver cannot refuse to transport a passenger with a service animal.*

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## 5. What is not a service dog?

- 1. A dog trained to assist the visually impaired
- **2. A family pet**
- 3. A dog that can carry backpacks for the physically challenged
- 4. A dog that can alert people with hearing impairments

Note:

*A service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. A ser*

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