

ACCESSIBILITY CUSTOMER SERVICE TRAINING FOR TAXI DRIVERS

OBJECTIVE

- To develop customer service skills and procedures when providing service to individuals with disabilities in your taxi

WHO SHOULD ATTEND

- Individuals in the taxi industry

SESSION DETAILS

- One full day session
- Between 10-25 participants
- Interactive format
- Take-away resource guide

BENEFITS TO BUSINESS

- Provides participants with skills to help meet the requirements of the AODA
- Increase your business with this growing client group

PROGRAM AT A GLANCE

With an increasingly growing market of clients requiring accessible service, taxi drivers need to know how to effectively service this client group. This workshop focuses on developing taxi driver customer service skills to meet the requirements of the Accessible for Ontarians with Disabilities Act (AODA)*

Understand equal rights and the purpose of the Accessibility for Ontarians with Disabilities Act (AODA)

Learn how to interact and communicate with people with various types of disabilities

Create awareness of persons with disabilities and recognize accessibility barriers

Learn how to interact with people with disabilities who use assistive devices or who require the assistance of a service animal or support system

Discuss techniques required to drive for comfort and safety and to ensure the taxi experience is excellent

*All businesses in Ontario need to be compliant with the customer service standards of AODA effective January 1, 2012.

