



Our full range of services

Aberdeen Taxi Centre offers a one-stop-shop for taxi drivers. We specialise in providing expert advice and services specifically for the taxi industry. Make Aberdeen Taxi Centre the first destination for everything your taxi needs.

- Accounting and tax services
- Vehicle sales
- Vehicle finance
- Taxi meters
- Taxi insurance
- Business insurance
- Business advice
- Mortgages for the taxi driver
- Financial services
- Taxi driver training



**For everything you
need to know...
contact us.**

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www.aberdeentaxicentre.co.uk

This leaflet contains
useful information for
individuals who are
considering a career in
the taxi industry

So, you want to be a taxi driver in Aberdeen city?



Taxi Services

Taxis are a convenient and cost effective method of door to door transport and are usually available 24 hours per day. Taxis are used by the local population from the very young to the very old for a variety of reasons, but mainly for social occasions. Taxis provide transport to the oil industry and local businesses; they are used by tourists and visitors to the area and can now offer specialised services to the disabled community.

In serving many different categories of the public, the customer expectations of a taxi driver, quite apart from street knowledge and driving ability, can be quite high and demanding. The following looks at some customer categories, their expectations and what attributes may be necessary to become a taxi driver.

Taxis are especially busy at weekends when traditionally many people meet and socialise in the town centre. Taxis are the only form of public transport available to late night revellers and often demand can exceed supply. Customers can become irate and argumentative when this happens and the taxi driver has to be tactful, diplomatic and able to defuse potentially difficult situations.

The taxi driver can find him/herself in a unique position when it comes to handling the general public. This is because of the diversity of journeys and tasks they are required to undertake. There are no sections of the public who at some time or other do not use the services of a taxi.

Typical journey examples are: appointments (hospital, doctor, interviews, solicitors, etc); social events; taking people to and from work, etc. It is important to realise that at times you will be viewed as an ambassador for the city as you will often be the first point of contact for visitors, business people and tourists who come to the area. You may also provide their last memory of the city as you take them to the airport, rail or bus station.

May of your customers will expect you to have an encyclopaedic knowledge of the city and surrounding area and in this respect your opinions and advice on a wide range of topics such as where to stay, where to go, what's on in the area, and so on. It can be beneficial to keep yourself abreast of local news and events and try to gain a little knowledge of local history.

One aspect of the job which appeals to many potential drivers is the variety of people you meet. This can range from someone going to their weekly bingo session, to high powered businessmen and TV or film celebrities. There is also the knowledge that your next hire could take you just round the corner or round the country.

Taxi Driver's Credentials

Driving ability and local knowledge are key essentials for a taxi driver but the previous section clearly indicates that a proper personality is just as important.

The taxi driver should be of smart appearance, be a good communicator and be diplomatic, helpful, courteous and polite to all customers at all times, without distinction. If you possess all the qualities expected, you might wish to start a career in taxi driving.



The Role of the Local Authority

Taxi transport is a public service industry and as such comes under the control of the Local Authority Licensing Board. The Licensing Board is responsible for the issue of taxi vehicle licenses, taxi driver licenses, setting fare structures and most other legal matters concerning the industry. However, the day to day administration, supervision and operation of taxis is delegated to the Taxi Inspectors Office, which is run by the police authority. The Taxi Inspectors Office covers the whole Grampian area and deals with all aspects of vehicle testing, complaints and personnel matters. Most taxi drivers' contact with the local authority is via the Taxi Inspector's Office.

Taxi Driver's Licence Test

The test is set by the Taxi Inspector's Office and is designed to prove your knowledge of streets and your driving competence. Whilst the test is stringent, it is undertaken in a relaxed and informal fashion which will put applicants at ease. The test is split into five sections:

- 1. Street Knowledge** – this test consists of a list of 20 streets and you are required to name the streets at either end.
- 2. Places of Interest** – you are given the names of 20 locations where, as a taxi driver, you may be asked to pick up or set down a customer (e.g. museums, parks, office buildings, hotels, clubs, etc). You must name their exact location.
- 3. Routes** – In this test, you are given a set of five pick-up points and destinations. You are asked to identify their location and correctly name all the streets required to give the most direct route between pick-up and destination.
- 4. Highway Code** – In this section of the test you are given a printed card showing a selection of signs and road markings. You are required to correctly identify these.
- 5. Driving Ability** – A Taxi Inspector accompanies you in your car and gives you a destination. You are required to take the most direct route to the destination and display comfort and safety in your driving.

ABERDEEN TAXI CENTRE

Everything a taxi driver needs

Parts 1 to 4 of the test are written papers and require a 75% pass mark in each section before moving to the next. The time for the test is normally one hour, but it is not necessary to take each part on the same day – different parts can be taken on different days and one hour can be taken for each part if required. In practice, applicants passing the difficult Street Knowledge part of the test will normally also complete parts 2, 3 and 4 within the hour.

Part 5, Driving Ability, is usually taken separately from the written tests. The Taxi Inspector is extremely helpful and will advise and assist you with the procedures before, during and after your test.

However, you should be aware that the first part of the test is extremely difficult and requires an in depth knowledge of streets throughout the city, which can normally be achieved only through a course of study.

Note: your application fee allows three attempts at the test. If you fail three times, you must wait one year before becoming eligible to submit a fresh application.

Interested?

For more information about any aspect of the Taxi Trade, contact Aberdeen Taxi Centre on **01224 89 82 84**, or complete the form below and return it to:

**Aberdeen Taxi Centre Ltd
Burnside Drive
Dyce
Aberdeen AB21 0HW**

Please send me a Taxi Driver License application form.

Name:

Address:

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Postcode: **Telephone No.**

Note: On average, the timescale between applying for your test and sitting the 'Knowledge Test' is 4 to 6 weeks, so ensure that you have prepared thoroughly before applying.