



## Taxicab and Limousine Drivers (NOC 7413)

### Job Definition<sup>1</sup>:

Taxicab drivers provide service in standard taxicab vehicles, for short and long trips. Limousine drivers typically offer transportation services on a charter basis in large-capacity vehicles, and are often hired for special events or city tours.

### Additional Occupational Information<sup>2</sup>:

There are three types of drivers who operate motor vehicles for hire to provide on-demand transportation services to fare-paying passengers:

- drivers of standard taxicab vehicles ("taxicab drivers")
- drivers of limousines ("limousine drivers")
- drivers of vehicles specially designed to accommodate passengers using wheelchairs or having other special needs ("accessibility drivers")

### Overview:

This Occupational Language Analysis (OLA) presents Canadian Language Benchmarks (CLB) competencies and typical listening, speaking, reading and writing tasks performed at a competent level by taxicab and limousine drivers. The tasks are illustrative only, and do not provide a complete sample of what a taxicab and limousine driver does on the job. Other essential skills such as numeracy and computer skills are beyond the scope of the OLA. The content of the OLA was validated by people employed in the occupation and by CLB experts. It was developed by a Registered OLA Analyst using three key resources:

- the *Canadian Language Benchmarks 2000*, Centre for Canadian Language Benchmarks and Citizenship and Immigration Canada
- the *National Occupational Standards for Taxicab and Limousine Driver*, Canadian Tourism Human Resources Council
- the *Essential Skills Profile for Taxicab and Limousine Drivers*, Canadian Tourism Human Resources Council

For a more complete picture of the competencies that are needed to perform this occupation, refer to these source documents.

---

<sup>1</sup> *Essential Skills Profile for Taxicab and Limousine Drivers (NOC 7413)*, Canadian Tourism Human Resources Council

<sup>2</sup> *National Occupational Standards for the Taxicab and Limousine Driver*, Canadian Tourism Human Resources Council

## How to Read this Occupational Language Analysis:

The titles, numbers and sequence of categories are based on the *Canadian Language Benchmarks 2000*, which address four major skill areas: speaking, listening, reading and writing. CLB competencies (language descriptors) are entered at the left margin and followed by a number indicating the benchmark level (1 - 12) for each competency. Sample occupational tasks (work/task descriptors) drawn from the Essential Skills Profile or the National Occupational Standards are indented and italicized underneath each competency and referenced to their source, as follows:

Task Source	Reference	Example
Essential Skills Profile	ES + the first letters of the profile section	(ES-DU) = Essential Skills Profile, Document Use section
National Occupational Standard	NOS + the section/subsection	(NOS-B2.5) = National Occupational Standard, Major Category B, Skill 2; Subskill 5

## Comparative Ratings:

The following chart compares typical and most complex essential skills ratings for taxicab and limousine driver, based on the Essential Skills Profile, to the corresponding range of CLB ratings, as suggested in *Relating Canadian Language Benchmarks to Essential Skills: A Comparative Framework*<sup>3</sup>. These are general ranges and there may be some language tasks that fall outside of this range.

Skill Area	Typical		Most Complex	
	Essential Skills	CLB	Essential Skills	CLB
Speaking	1 - 3	5 - 10	3	9 - 10
Listening	1 - 3	5 - 10	3	9 - 10
Reading	2 - 3	6 - 9	3	7 - 9
Writing	1 - 2	4 - 7	3	8

## Common Conditions of Communication:

Condition	Description
Purpose	– following directions from customers and dispatch; providing customer service; social interaction; exchanging information with customers, dispatch and other drivers
Audience	– mostly customers, other drivers and dispatch or supervisors; typically one-on-one interaction; occasionally in small groups
Context	– in cars and in traffic; occasionally stressful conditions with multiple distractions
Topic	– familiar and common; detailed and explicit; mostly concrete
Mode	– face-to-face; in-person, often maintaining eye contact through a rear view mirror; two-way radio, cellular phone, computer and GPS

<sup>3</sup> *Relating Canadian Language Benchmarks to Essential Skills: A Comparative Framework*; Centre for Canadian Language Benchmarks, 2005

# Skill: Speaking

## I. Social Interaction

### Interpersonal Competencies

#### **Greet, introduce self and ask about the other person. (CLB 3)**

- ❑ *greet passenger (NOS-B1.1b)*
- ❑ *introduce yourself (NOS-B1.2g)*

#### **Open, close and respond to short casual small talk. (CLB 4)**

- ❑ *interact with customers to...exchange pleasantries (ES-OC)*

#### **Take leave appropriately. (CLB 4)**

- ❑ *thank passenger; offer business card to passenger, promoting future business (NOS-B1.1)*
- ❑ *thank passenger regardless of amount given (NOS-G1.10b)*

#### **Respond to small talk comments. (CLB 5)**

- ❑ *interact with customers to...entertain them (ES-OC)*

#### **Extend, accept or decline an invitation or offer. (CLB 5)**

- ❑ *offer use of safety equipment (NOS-D1.3c)*
- ❑ *ask passenger if assistance is required (NOS-B1.2d)*
- ❑ *offer pen and paper to aid in communication (NOS-B1.2h)*

#### **Respond to a minor conflict or complaint. (CLB 8)**

- ❑ *have disputes with customers over fares and routes. Drivers compare metered fares to flat rate fares for the same distance, show customers maps, and explain why alternate routes were taken (ES-TS)*
- ❑ *take responsibility for own mistakes (NOS-B2.1d)*
- ❑ *attempt to resolve the situation [when handling complaints during a trip] (NOS-B2.1e)*
- ❑ *identify mutually acceptable solution [when handling difficult passengers] (NOS-B2.2c)*

#### **Respond to perceived hostility, blaming, putdowns, sarcasm, sabotage, condescension/patronizing or lies in social interaction. (CLB 10)**

- ❑ *interact with difficult customers, including those who are inebriated, hostile or rude. Drivers must speak in such a way as to diffuse or divert situations involving aggressive behaviour (ES-OC)*
- ❑ *encounter aggressive, rude, and hostile customers...ask that the behaviour be stopped, or ignore the behaviour to prevent a situation from escalating (ES-TS)*
- ❑ *handle difficult passengers (NOS-B2.2)*

#### **Express and respond to negative value judgments/criticism. (CLB 11)**

- ❑ *may defend themselves and answer questions at disciplinary meetings with dispatch companies and regulatory bodies. How well drivers present information can affect the disciplinary outcomes, such as findings, fines, and suspensions (ES-OC)*

### Conversation Management

#### **Encourage others in a conversation by showing interest. (CLB 5)**

- ❑ *establish direct communication with the passenger before departure to allow detection of suspicious behaviours (NOS-D1.7a)*

#### **Confirm own comprehension. (CLB 7)**

- ❑ *confirm destination with passenger (NOS-B1.1e)*
- ❑ *confirm understanding of situation, acknowledge situation (NOS-B2.1b)*
- ❑ *confirm understanding, for example: ask questions to clarify meaning; repeat or paraphrase what was said (NOS-C1.2d)*
- ❑ *confirm with passenger whether the fare will be calculated using a meter, flat rate, or contract rate (NOS-G1.1)*
- ❑ *confirm method of payment at the beginning of the trip (NOS-G1.2)*
- ❑ *confirm amount of money received by counting cash out loud in a manner that captures the passenger's attention (NOS-G1.3c)*

#### **Use a number of strategies to keep the conversation going: hold the floor; resume after interruption; change topic. (CLB 7)**

- ❑ *speak with [other drivers] to increase their safety when driving at night (ES-OC)*
- ❑ *call another driver and maintain verbal contact until the end of the fare [when driving aggressive, rude or hostile customers] (ES-TS)*

**Contribute to/co-manage a discussion or debate in a small formal group (work meeting, seminar). (CLB 9)**

- ❑ *may participate occasionally in supervisory or leadership activities. Drivers can be involved in formal group discussions with co-workers and supervisors to discuss work procedures or product improvement. They also have opportunities to make suggestions on improving work processes and to select contractors and suppliers (ES-WWO)*

**Phone Competencies**

**Carry on a brief phone conversation in a professional manner. (CLB 8)**

- ❑ *speak on the phone with other drivers during fares, ending fares, and calling 911 (ES-TS)*

**II. Instructions**

**Give sets of simple everyday instructions and directions. (CLB 4)**

- ❑ *ask passenger to exit vehicle using curb-side door (NOS-D1.2h)*

**Give an extended set of sequentially presented simple clause instructions/directions on daily routine actions. (CLB 5)**

- ❑ *arrange for passenger pick-up in case of vehicle breakdown (NOS-F1.2b)*

**III. Suasion (Getting Things Done)**

**Ask for, offer, and accept assistance. (CLB 3)**

- ❑ *ask for assistance from others, if necessary (NOS-B1.2e)*
- ❑ *offer arm when walking to and from vehicle (NOS-B1.2g)*

**Give and get permission. (CLB 5)**

- ❑ *seek approval to proceed (NOS-B1.1g)*

**Call for emergency assistance. (CLB 5)**

- ❑ *radio dispatchers to report [potentially dangerous] individuals to the police (ES-TS)*
- ❑ *notify appropriate authorities immediately e.g., 911, police, dispatch (NOS-D1.3b)*

**Make a simple formal suggestion; provide reason. (CLB 6)**

- ❑ *converse with customers and make recommendations (ES-RT)*
- ❑ *provide information and recommendations about local services and activities (ES-OC)*
- ❑ *explain the purpose of safety devices and aids and use humour and respect to get compliance (ES-TS)*
- ❑ *promote other services available from the taxicab industry (NOS-A1.1d)*
- ❑ *recommend hotels, restaurants, or similar facilities that will meet [customers'] needs (NOS-A1.1n)*
- ❑ *refer passengers to appropriate authority if the situation cannot be resolved (NOS-B2.1g)*
- ❑ *refuse or interrupt service if there are reasonable grounds to believe that personal safety is at risk (NOS-D1.6a)*

**Make a verbal request for an item. (CLB 6)**

- ❑ *request deposits if they think customers are unable to pay (ES-TS)*
- ❑ *ask dispatch to provide assistance; contact another driver who can speak passenger's language (NOS-C1.2f)*
- ❑ *ask passenger for fare or to demonstrate ability to pay in advance, if permitted by regulation (NOS-D1.5t)*

**Give and respond to a warning; discourage others. (CLB 7)**

- ❑ *may threaten to call the police and inform dispatch to refuse future pick-ups from that location (ES-TS)*
- ❑ *give verbal description of obstacles [when providing assistance to visually impaired passengers] (NOS-B1.2g)*
- ❑ *ask passenger to leave [in situations in which service can be refused] (NOS-B2.3d)*

**Request a word. Ask for and respond to recommendations or advice. (CLB 7)**

- ❑ *access up-to-date information using various resources: organizations, for example: tourism and visitor information bureaus, chamber of commerce, city/municipal office, taxicab company, community and economic development offices (NOS-E2.1c)*

**Make an extended suggestion on how to solve an immediate problem or make an improvement. (CLB 7)**

- ❑ *speak with supervisors to make suggestions for improving work procedures such as dispatching processes (ES-OC)*
- ❑ *resolve delivery problems as soon as possible (NOS-B1.5f)*
- ❑ *resolve document delivery problems and advise dispatch as soon as possible (NOS-B1.5g)*

**Respond to threats (overt and covert). (CLB 10)**

- ❑ *refuse service to passenger who refuses to move when blocking driver's view in the rear-view mirror and poses a potential threat (NOS-D1.7d)*

- ask passenger who refuses to discontinue undesirable behavior to leave vehicle (NOS-D1.7e)

## IV. Information

### Presentations

#### **Tell a detailed story/report an incident. (CLB 5)**

- speak with police officers to provide details about accidents that they are involved in or have witnessed and to report crimes and other community service information (ES-OC)
- notify dispatch or appropriate authority immediately following a vehicle collision, as applicable (NOS-D1.4b)
- exchange information with other drivers (when involved in a collision), including: licence plate number; insurance; driver's licence number (NOS-D1.4c)

#### **Relate a detailed sequence of events from the past; tell a detailed story, including reasons and consequences. (CLB 6)**

- speak with supervisors about events such as customer injuries during transportation and potential complaints from customers, and to file complaints about dispatchers and other drivers (ES-OC)
- provide accurate information to authorities immediately, for example: physical description of suspect; location of incident; time of incident; nature of incident and circumstances (NOS-D1.7i)

#### **Describe and compare people, places etc. (CLB 6)**

- speak positively about the area (NOS-A1.1k)

### Interaction One-on-One

#### **Ask for and provide information related to routine daily activities (e.g., personal, family, others, work). (CLB 5)**

- interact with customers to clarify route preferences (ES-OC)
- ask if receipt is required; ask if specific route is preferred; ask if temperature inside the vehicle is comfortable (NOS-A1.1f)
- ask if there are any fragile items (NOS-B1.1c)
- ask passenger for destination (NOS-B1.1d)
- inform passenger of most direct and practical route (NOS-B1.1g)
- notify dispatch of trip details and estimated time of return (NOS-B1.3c)
- notify dispatch promptly [to report and describe a lost item] (NOS-B1.4a)
- notify dispatch or another individual before leaving for a long-distance trip, for example: pick-up location, destination, time of departure, estimated time of return, name of passenger (NOS-D1.5v)
- communicate location and situation to dispatch (NOS-D1.6c)

#### **Ask for and provide information in an interview related to daily activities. (CLB 6)**

- talk with other drivers to share information such as directions, leads on fares, and areas to avoid (ES-OC)
- notify dispatch of refusal of service and reason (NOS-B2.3e)
- inform dispatch when [in dangerous] locations, if applicable (NOS-D1.5n)

#### **Ask for and provide detailed information related to personal needs, varied daily activities and routine work requirements. (CLB 7)**

- notify dispatch of unusual situation such as injury or damage to property [when handling complaints during a trip] (NOS-B2.1h)
- report details to dispatch, if required, [when handling difficult passengers] (NOS-B2.2e)
- inform passenger if service must be refused and provide reason (NOS-B2.3b)
- communicate location and [potentially dangerous] situation to dispatch (NOS-D1.6c)
- notify dispatch or police immediately in life-threatening situations to eliminate risk of harm to self or others (NOS-D1.7h)
- provide general information ... to meet passenger needs, for example: hours of operations; festivals, attractions, and special events; costs; location; targeted audience (NOS-E2.1b)
- inform proper authority of suspected fraud (NOS-G1.3b)

#### **Ask for and/or provide detailed information related to personal needs, varied daily activities and routine work requirements. (CLB 8)**

- entertain customers during longer rides and when providing tours [with information and knowledge about local historical facts] (ES-RT)
- provide tourism information...share knowledge, feelings and pride, thus encouraging passenger to experience what local area, zone/region, province/territory, and country have to offer (NOS-E2.1)

#### **Discuss options. (CLB 8)**

- ❑ *interact with suppliers such as mechanics to negotiate service work and prices and to discuss vehicle maintenance requirements (ES-OC)*

## Skill: Listening

### I. Social Interaction

**Identify stated and unspecified details, facts and opinions about situation and relationship of participants containing expression of and response to gratitude and appreciation, complaint, hope, disappointment, satisfaction, dissatisfaction, approval and disapproval. (CLB 7)**

- ❑ *listen to [complaining] passenger (NOS-B2.1a)*
- ❑ *confirm understanding of situation (NOS-B2.1b)*

### II. Instructions

**Follow sets of sequentially presented four- to five-clause everyday instructions and directions relating to movement and position in space, manner, frequency and duration. (CLB 4)**

- ❑ *confirm destination with passenger (NOS-B1.1e)*
- ❑ *take route as instructed by passenger (NOS-B1.1g)*
- ❑ *confirm location of delivery (NOS-B1.5a)*

**Understand a set of instructions when not presented completely in point form: sequence/order must be inferred from the text. (CLB 6)**

- ❑ *interact with customers to...receive instructions (ES-OC)*

**Understand sets of instructions related to simple technical and non-technical tasks. (CLB 7)**

- ❑ *receive driving assignments [from dispatch] throughout the day (ES-TS)*
- ❑ *communicate with dispatchers to receive fares and instructions and with other drivers to share information (ES-WWO)*
- ❑ *verify passenger's method of payment to determine if it is consistent with regulations and specific company policies (NOS-G1.2a)*

**Understand simple directions on the phone. (CLB 7)**

- ❑ *consult dispatchers, other drivers, customers...to find locations with which they are unfamiliar (ES-TS)*
- ❑ *get phone number, address, and name of person responsible for children at pick-up and drop-off locations (NOS-D1.2e)*

**Understand simple messages left on voice-mail (with five to seven details). (CLB 7)**

- ❑ *confirm location of delivery (NOS-B1.5a); collect information about sender and receiver (NOS-B1.5b); establish methods of payment and fare before delivery (NOS-B1.5c); establish time of delivery (NOS-B1.5d)*

### III. Suasion (Getting Things Done)

**Demonstrate comprehension of factual details and some inferred meanings in simple advice and suggestions, announcements and commercials. (CLB 5)**

- ❑ *call dispatch and listen to radio stations to determine which traffic routes have less volume (ES-TS)*

**Demonstrate comprehension of details and speaker's purpose in suggestions, advice, encouragements and requests. (CLB 6)**

- ❑ *accommodate passenger's requests whenever possible and reasonable, e.g., adjust radio and temperature settings (NOS-B1.1i)*
- ❑ *provide receipt upon request (NOS-G1.4)*

### IV. Information

**Demonstrate comprehension of mostly factual details and some inferred meanings in a story about obtaining goods or services; a report or a forecast; a news item. (CLB 4)**

- ❑ *consult weather reports (ES-TS)*
- ❑ *listen to the radio (ES-CL)*
- ❑ *check weather reports, check traffic reports, road hazards, and construction reports to be aware of traffic flow (NOS-F1.1a)*

**Demonstrate comprehension of the gist, factual details and some inferred meanings by listening to a descriptive or narrative text. (CLB 5)**

- *listen to dispatchers over two-way radios. For example...dispatchers provide drivers with fare information such as location, number of people, and special needs requirements. Drivers listen to dispatchers for traffic updates and general information (ES-OC)*
- *exchange information with other drivers, including: licence plate number; insurance; driver's licence number (NOS-D1.4c)*

**Identify main ideas, supporting details, statements and examples in a descriptive or narrative presentation, or in a group interaction (e.g., meeting, discussion). (CLB 6)**

- *(listen to) colleagues such as concierges, tourism personnel, restaurant owners, and managers about activities and services (ES-OC)*

**Demonstrate comprehension of mostly factual details and some inferred meanings in an extended description, report or narration when events (or stages) are reported out of sequence. (CLB 7)**

- *gather information about local events and national affairs from...radio broadcasts, as well as by speaking with other drivers, dispatch (ES-TS)*
- *access up-to-date (tourist) information using radio; television; recommendations from other (NOS-E2.1c)*

**Identify facts, opinions and attitudes in conversations about abstract and complex ideas on a familiar topic. (CLB 8)**

- *learn through discussions with drivers, dispatchers, concierges, and tourism personnel (ES-CL)*



## Skill: Reading

### I. Social Interaction Texts

No communication tasks for this category were found in the source documents. These tasks may, in fact, exist for this occupation and will require individual assessment in each work context.

### II. Instructions

**Follow one- to six-step common everyday instructions and instructional texts. (CLB 4)**

- ❑ receive customer lists for pick-up and delivery to assigned destinations (ES-TS)

**Follow formal instructions of advisory, instructional texts, and instructions for a familiar process/procedure that require integration of several pieces of information. (CLB 9)**

- ❑ read provincial, city and airport taxi regulations concerning vehicle advertising, queuing, and drive-away procedures. Drivers refer to the regulations to ensure that they follow procedures and meet requirements and standards (ES-RT)

### III. Business/Service Texts

**Find information in formatted texts: forms, tables, schedules, directories. (CLB 3)**

- ❑ scan street signs, building numbers and address labels when completing deliveries (ES-DU)
- ❑ (write down) licence plates (ES-TS)

**Find information in formatted texts: forms, tables, schedules, directories. (CLB 4)**

- ❑ scan credit cards, taxi vouchers and traveller's cheques to verify expiration dates and amounts (ES-DU)
- ❑ check expiry date on card (NOS-G1.5b)
- ❑ ensure that signature matches signature on the back of the card (NOS-G1.5c)
- ❑ match signatures on traveller's cheques with proper identification (NOS-G1.7c)

**Get information from short business brochures, notices, form letters and flyers. (CLB 4)**

- ❑ access up-to-date information using brochures (NOS-E2.1c)

**Identify factual details and some inferred meanings in moderately complex business/service texts, including formatted texts. (CLB 5)**

- ❑ scan notices on mobile data terminal screens about fares, pick-up addresses, instructions, lost and found items, areas of town to avoid, and upcoming meter calibrations (ES-DU)
- ❑ handle vouchers/charge slips/coupons (NOS-G1.9)

**Identify factual details and some inferred meanings in moderately complex texts containing advice, requests, specifications. (CLB 6)**

- ❑ read notes on work orders and inspection and disciplinary reports. For example, drivers scan inspection reports for comments about vehicle faults and repair requirements to pass inspections. They also read disciplinary reports from regulatory bodies to determine ruling and disciplinary actions such as fines and suspensions (ES-RT)

**Find two or three pieces of information in moderately complex formatted texts. (CLB 6)**

- ❑ scan tourism, hotel, and restaurant brochures and tourist guides to stay current on available services, activities, and attractions, and to inform and make recommendations to customers (ES-RT)
- ❑ locate information in tracking and quality control forms. For example, drivers scan inspection forms to locate vehicle faults and repair requirements. They also scan work orders for details about vehicle repairs such as parts replaced, work performed, and hours of labour (ES-DU)
- ❑ verify that invoices such as mechanics' bills and airport invoices are correct (ES-N)
- ❑ access up-to-date information using...schedules; directories (NOS-E2.1c)
- ❑ ensure that credit card transaction record information is complete: date, company identification, amount of charge, authorization number...passenger signature (NOS-G1.5g)

**Locate three or four pieces of information in moderately complex formatted texts. (CLB 7)**

- ❑ read notices and bulletins for up-to-date information on their organizations, unions, and regulatory bodies such as information about policies, standards, and procedures of provincial and city taxi boards and airport authorities. For example, drivers read



*notices about taxi stand locations, dispatching fee increases, upcoming meter and safety checks, and training opportunities (ES-RT)*

- *access up-to-date information using...guidebooks; accommodation guides (NOS-E2.1c)*

#### **IV. Informational Texts**

**Get the gist, key information and important detail of simple, explicit two- to three-paragraph texts (e.g., news articles, educational/content materials, stories). (CLB 4)**

- *read local and national newspapers to keep informed about local events and activities such as concerts, festivals, conventions, and conferences and national papers. Drivers use the information to converse with customers and make recommendations (ES-RT)*
- *read newspapers, tourist guides, and other city-related information to stay current, which is an important way to provide high quality customer service (ES-CL)*

**Demonstrate comprehension of standard maps, basic diagrams, basic graphs. (CLB 5)**

- *scan maps and tour guides to find streets and locations (ES-DU)*
- *estimate distance on maps to quote fares for customers (ES-N)*
- *consult...maps to find locations with which they are unfamiliar (ES-TS)*
- *locate route to destination using maps, city directory, or GPS (Global Positioning System) device (NOS-B1.1f)*

**Show comprehension of a one-page moderately complex descriptive/narrative text on a familiar topic. (CLB 6)**

- *gather information about local events from tourist brochures and guides, event schedules (ES-TS)*
- *access up-to-date information using various resources: tourism publications; newspapers; magazines (NOS-E2.1c)*

**Demonstrate comprehension of a cycle diagram, flow chart and a timeline/schedule. (CLB 6)**

- *locate information in lists and tables. For example, drivers scan hotel bulletins and event and transportation schedules for times and locations to plan work schedules and routes (ES-DU)*
- *consult with events, activities and transportation schedules to plan when and where to work (ES-TS)*

**Demonstrate comprehension of a one- or two-page moderately complex extended description, report or narration on a familiar topic. (CLB 7)**

- *read local and national newspapers to stay current on national affairs and politics (ES-RT)*
- *gather information about national affairs from newspapers (ES-TS)*

**Demonstrate comprehension of factual details and inferred meanings in an extended description, report or narration when events are reported out of sequence. Draw conclusions. (CLB 8)**

- *read history books to gather information and improve their knowledge about local historical facts (ES-RT)*

#### **Information Literacy/Reference and Study Skills Competencies**

**Access and locate three or four pieces of information in on-line electronic reference sources (e.g., World Wide Web, library databases), if available, or from print reference sources. (CLB 7)**

- *access up-to-date information using media, for example: Internet (NOS-E2.1c)*

## Skill: Writing

### I. Social Interaction

No communication tasks for this category were found in the source documents. These tasks may, in fact, exist for this occupation and will require individual assessment in each work context.

### II. Recording/Reproducing Information

#### Copy short texts to record information for personal use, or to complete tasks, or to learn information. (CLB 4)

- ❑ enter pre-arranged pick-ups, vehicle maintenance appointments, and fare details and instructions into daily planners to keep records of appointments and fares (ES-DU)
- ❑ record required information, including: time; date; vehicle number; driver's name; description of item (NOS-B1.4d)
- ❑ maintain trip record in the vehicle (NOS-G2.1a)
- ❑ make entries accurately after each trip (NOS-G2.1b)
- ❑ keep record of expenses (NOS-G2.1c)

### III. Business/Service Messages

#### Fill out simple forms. (CLB 3-4)

- ❑ complete payment forms such as charge card slips and receipts (ES-DU)
- ❑ sign in and enter zone locations onto mobile data terminal keyboards (ES-DU)
- ❑ record meter readings and kilometers on trip sheet, if applicable (NOS-F1.3d)
- ❑ (fill in) information...on the receipt form: amount; company name and phone number, if applicable; destination from and to; vehicle and/or unit number; driver's signature or initial; date (NOS-G1.4a)

#### Fill out forms. (CLB 5)

- ❑ complete tracking forms. For example, drivers complete "daily trip sheets," entering date, time, destinations, and fares. They also complete daily vehicle inspection sheets to verify vehicle components are operational and meet standards (ES-DU)
- ❑ prepare quotes and bills (ES-N)

#### Convey business messages as written notes. (CLB 5-6)

- ❑ send e-mail messages with attached documents and maintain distribution lists (ES-CU)

#### Convey business messages as written notes to pass on routine information, make requests, or respond to recommendations and warnings. (CLB 7)

- ❑ write brief details in their logbooks to record notable events throughout the day. For example, drivers record details of customer complaints about routes or fares. They write about difficult customers, how difficult situations were handled, and outcomes (such as ending the fare). They write details and observation when they witness accidents and criminal activities (ES-W)

#### Fill out forms and other materials in pre-set formats with required brief texts. (CLB 8)

- ❑ prepare invoice...add part, labour and rental costs, add supplies, apply GST/HST, and total amounts (ES-N)

#### Write letters to request and to respond to requests for information, directions, service/product, clarification, permission. (CLB 9)

- ❑ prepare "letters of understanding" for customers, outlining services, details of the deliverables, price, and down payment and final payment requirements (ES-W)

### IV. Presenting Information

#### Write a paragraph to relate/narrate a sequence of events; to describe a person, object, scene, picture, procedure or routine; or to explain reasons. (CLB 5)

- ❑ write notes in logbooks about repeat customers' preferences, interests, and other personal information to keep records for future reference (ES-W)
- ❑ record all information related to the collision: location; time; witnesses' names and contact information (NOS-D1.4d)

**Write one or two paragraphs to: relate a familiar sequence of events, tell a story; provide a detailed description and comparison of people, places, objects and animals, plants, materials, or routines; or to describe a simple process. (CLB 6)**

- *write e-mail to respond to customers' queries about limousine services. Drivers outline services, describe how they can accommodate special requests, and list prices (ES-W)*
- *document details of the event and submit to appropriate authority [when handling difficult situations] (NOS-B2.1i)*
- *document incident [when handling difficult passengers] (NOS-B2.2d)*
- *document details of the situation [when service is refused] (NOS-B2.3h)*
- *write down information related to the emergency situation witnessed to assist authorities, including: sequence of events; licence plate number; date; time; location (NOS-D1.3d)*

**Write three or four paragraphs to narrate a historical event; to tell a story; to express or analyse opinions on a familiar abstract topic; or to provide a detailed description and explanation of a phenomenon or a process. (CLB 8)**

- *complete incident, accident, complaint, and police reports, including details of events and descriptions of people if necessary. For example, drivers complete statements in response to customer complaints. They write details about accidents that they were involved in or witnessed. They complete incident reports when customers are injured, including descriptions of the incidents, noticeable injuries, treatment provided, and follow-up action (ES-W)*

---

**For more information about:****Contact:**

---

Canadian Language Benchmarks or  
Occupational Language Analyses

Centre for Canadian Language Benchmarks,  
803 - 200 Elgin Street,  
Ottawa, ON K2G 6Z2  
Ph. (613) 230-7729  
Fax: (613) 230-9305  
[info@language.ca](mailto:info@language.ca)  
[www.itsessential.ca](http://www.itsessential.ca)

---

National Occupational Standards for Taxicab  
and Limousine Driver

Canadian Tourism Human Resource Council,  
151 Slater St., Suite 608  
Ottawa, ON  
K1P 5H3  
Canada  
Tel: (613) 231-6949  
Fax: (613) 231-6853  
Email: [info@cthrc.ca](mailto:info@cthrc.ca)

---

Essential Skills Profiles

Human Resources and Skills Development Canada,  
Skills Information Division  
Human Resources Partnerships  
Human Resources and Skills Development Canada  
112 Kent Street, Tower B, 21st floor  
Ottawa, Ontario  
K1A 0J9

[http://www.hrsdc.gc.ca/eng/workplaceskills/essential\\_skills/general/home.shtml](http://www.hrsdc.gc.ca/eng/workplaceskills/essential_skills/general/home.shtml)

---



Registered March 5, 2010