



Code of Practice for Taxi Rank Concierges

The purpose of a supervised taxi rank is to arrange for the orderly provision of taxis for passengers at busy taxi ranks.

The following rules apply:

- Taxi Rank Concierges must be readily identifiable and wear a fluorescent jacket clearly displaying their role. They must wear black or navy blue trousers, a white or light blue shirt and black comfortable shoes. A tie is also preferred.
- They must treat all drivers and members of the public with respect and courtesy.
- They shall ask passengers for their destination and use tact and their knowledge of Adelaide to attempt to match passengers and taxi drivers travelling to the same destination.
- It is expected that Taxi Rank Concierges and drivers will take a flexible approach in arranging fares. If it is not possible to match a driver and passenger, or negotiate an outcome acceptable to the passenger, the normal rules of refusing a hiring will apply.
- Taxi Rank Concierges must remain in position on the rank for the time that the scheme is in operation and will remain on duty until such time as any queue is cleared. No smoking is allowed either on or near the rank.
- During each shift one of the Taxi Rank Concierges will keep count of the number of passengers and taxis using the rank and report these figures to the Taxi Council SA.
- Taxi Rank Concierges must not show favour to any taxi driver.

In the event of a problem between passengers, DO NOT become involved. You are first and foremost a Customer Service Officer who is being judged by the public, media and authorities by your ability to diffuse a situation where possible. If this is not possible DO NOT become involved.

Required Skills for a Taxi Concierge:

- Possess a professional, positive and vibrant personality
- Demonstrate excellent interpersonal skills
- Maintain an impeccable standard of grooming and presentation
- Display natural empathy to the travelling public
- Provide superior customer service in the pursuit of excellence

