TRAINER / TRAINEE GUIDELINES

Before a trainee may get into his / her own vehicle and be an All-Star Cab driver, he / she MUST be aware of and know how to complete each of the following guidelines and be given a complete All-Star Cab Dispatch, Inc. Driver’s Manual:

1. Must learn and understand each of the violations on the Violations and Consequence Agreement (Please run through and quickly explain each violation to trainee). All trainers must inform trainees that at NO TIME does All-Star Cab tolerate the breaking of policy or protocol. Immediate and decisive action will be taken to correct any problems that should arise. Be sure trainee understands that they will be representing a company that DOES NOT play games and is extremely serious about becoming the largest suburban taxi company in the State of Illinois. We require their very best at all times.

2. Must inform trainee that it can take All-Star Cab six months to earn the taxi business from a new account and only one second to lose it. Please explain to them how important it is for all drivers to recognize that mistreating just a single individual, not doing their job properly, running late to orders, not being helpful, courteous or professional, etc. can cause an income loss to every driver in the fleet.

3. Must be aware that a significant part of All-Star Cab’s business is corporate and as a result any new and / or existing driver must: (Inform trainee to be sitting in front of major hotels when not on a job)

- Maintain a CLEAN vehicle EACH and EVERY day. (Vehicle must be clean both inside and outside and have an air freshener in it at all times, no exceptions!) Air Conditioner must operate properly (Owners responsibility).
- Be aware that All-Star Cab enforces a dress / hygiene code: No T-Shirts, No Sandals, No Jean Shorts (nice dress shorts are ok), No Gowns, No Ripped or Dirty Clothes and Drivers must bathe each and every day prior to logging in for work. Drivers must always comply when a road inspection by a certified inspector is being conducted.
- Be aware that ALL drivers are required to assist ALL customers with their luggage both while loading and unloading (these practices, aside from being mandatory, will also increase their tips).
- Be aware that EACH and EVERY customer is to be handed an All-Star Cab Dispatch, Inc. business card as soon as those customers are seated in their vehicle (if there are six people in a vehicle, ALL six people are to receive a business card). A driver MAY NOT at anytime hand out any unapproved materials or other company’s business cards or literature. If they would like to order their own personal “Company Approved” personal business cards, they may do so by printing out that order form from the Driver’s Website or by asking for one at the lease office and then follow the instructions.

4. Must know all radio 10-codes and how to operate All-Star Cab’s dispatch radio located in each vehicle (This includes receiving and retrieving orders on the text screen as well as being able to key up and respond back to the dispatcher with the proper 10-codes). Driver must also know emergency protocol if the TranAir system should ever turn off. They need to have post sheet and know how manual dispatch works.

5. Must be able to operate the Centrodyne taxi meter and know when to charge the appropriate meter rates. Rate 1: Traveling within the same town or towns that share borders, Rate 2: Traveling to a town that does not share a border with the town you picked-up in and Waiting Time: $24.00 per hour. Also, the van ($8.00) or wagon ($4.00) charges if they are operating a van or wagon and that these extra charges may only be added when that specific type of vehicle is requested. If the driver is unsure or has any questions, he / she is to ask the dispatcher.
6. Must be able to competently operate the Nextel Phone / Data Device Automated Dispatching Unit as well as have an understanding of zones and how the system works (first in the zone, first out of the zone). Notify trainees that they MUST ALWAYS log off when they are done working.

7. Must know how to process a credit card transaction electronically and manually (Trainers: Practice this activity with your trainee till they are comfortable and knowledgeable with this process). **Please make your trainee aware that they will need to purchase a manual credit card processing machine from the lease office ($35.00), if one is not already in vehicle.**

   **Any credit card that is refused or if the driver asks the customer to pay cash, will result in appropriate fines and a free ride to the customer**

   Also, explain that any credit card slip that is turned in and the credit card imprint of the name, C/C numbers and expiration date is not legible or blurred that it will not be taken or accepted by our leasing agents. $10.00 minimum to accept credit card.

8. Must know how to handle a PPCC job (Pre-Paid Credit Card) and correctly fill out an All-Star Cab slip for this job type.

9. Must know how to process and properly fill out a Travel Voucher for direct bill accounts (Trainers: Practice this activity with your trainee till they are comfortable and knowledgeable with this process. If you do not receive an Account based trip during training, call the office and have them send you a account based test job so you may demonstrate to the driver how to properly handle this type of job). They will need to be aware of how to fill out a Travel Voucher in its entirety, be able to obtain an authorized signature from the account charging the order and where they locate their Travel Voucher authorization number. Also, explain that any Travel Voucher that is not completely filled out or is unsigned will not be taken or accepted by our leasing agents. Please be sure they are aware as to how to complete out a travel voucher job on their Nextel device.

10. Must know how to read and understand a 6-County Map Book (Trainers: Practice this activity with your trainee till they are comfortable and knowledgeable with this task) Example: After explaining and demonstrating how to read a map book (including: How to locate and look up a town, how to locate and look up a street within that town and how to find that street and address on the correct grid for that town) give your trainee the current address where you are stationed, point A, and have them locate and show you where it is in the map book, then make up an address and town, point B, for them to find. Once they have found it, ask them to tell you how to get from Point A to Point B. Do this several times with several different examples to be sure they understand how to read the map book. **All drivers will need to have their own 6-County map book prior to getting into their own vehicle**

11. Must know how to pick-up or drop-off customers at O’Hare and Midway International Airports. This includes: Where to get an MPEA Permit for their vehicle if they are an Owner Operator (go to www.allstarcab.com, click on Careers page, click on MPEA application form), purchase the $2.00 MPEA Departure Stamps, how to properly fill out the Pre-arranged Taxicab or Pre-arranged Livery ticket that the departure stamp is placed on, how and where to pick-up (Lower level) or drop-off (Upper level) an arriving or departing customer, and to explain to him / her where suburban taxicabs are allowed to stage at O’Hare and Midway International Airports.

12. Must know how to check fluid levels (Ex: Gas, oil, transmission, brake and power steering) in their vehicle and be aware that he / she should be checking these fluid levels every day while filling their vehicle with gas. (Trainers: If your trainee does not know already, please show them where to locate the dip sticks that they may check these fluid levels with).

13. Explain to trainee how to work with Bellman at certain hotels when specified on their job instructions and show them All-Star Cab’s coupons and discounts so they understand how to accept them. **If refused, appropriate action will be taken.**

14. Make sure your trainees are aware that if, at any time, important questions and only important questions should arise while driving that they are to ask the dispatcher so no mistakes occur or are made. Please be sure your trainees are aware of and able to meet all driver responsibilities and that they are confident in their knowledge of making a living as a taxi driver before allowing them to get into a vehicle of their own.

**Important Trainer Steps and Notes:**

- You are their first, in-person, impression of our company / service and what you teach them is what they will do. So let’s make sure we are being extremely positive, professional, thorough and diligent in teaching our new trainee how to be the best driver they can be. Make sure you keep your commitments of training date, time and location of your scheduled appointments. Always be sure you are writing down details and following up accordingly.

- Immediately after confirming training appointment with a trainee, please text or call Scott at (847) 338-1694 so it may be entered into the Trainer’s Schedule Database. When calling to set appointment, inform trainee that they need to bring pen and paper for important information and notes.
Once trainee is in your vehicle always be sure to double check with that individual to determine if they have their 1st weeks lease upfront and when they will want a vehicle made available for them. If it is for a future date, be sure they have Scott and Brian Bianchi’s mobile numbers, Scott: (847) 338-1694 - Brian (847) 338-9166 and they can call either, for placement into their own vehicle to operate. If they would like a vehicle made available for them upon completion of training then you are to call Scott at the start of training so arrangements can be made for a vehicle to be ready for them.

Give trainee All-Star Cab’s Website: [www.allstarcab.com](http://www.allstarcab.com) and Driver’s Website: [http://www.allstarcab.com/drivers.shtml](http://www.allstarcab.com/drivers.shtml) (Be sure they write this down). They’ll need to be able to access and print out all the documentation and resources available on that website, as well as explaining that it is strongly recommended to watch the training video for the Nextel / TranAir Phone on the Driver’s website. This is critical. If they do not have Internet access, let them know they can go to the Library. Also they may ask for a copy of the TranAir Training DVD at the lease office.

Let drivers know, if they wish to receive the latest updates and resources, that they should add themselves to our Driver’s Email Network. They may do this by emailing to [info@allstarcab.com](mailto:info@allstarcab.com), simply include their Name, Unit # they are operating and that they would like to be added to the Driver’s Email Network. They will then be added to the group.

Trainee must be aware that All-Star Cab’s lease week is structured Thursday to Thursday of each week. They will need to report to the All-Star Cab Lease Office located at: 453 S. Vermont St, Palatine, IL 60067 the first Thursday after they begin working. Lease office is only open between the hours of 3:30-6:30pm on Thursday. They will need to bring a copy of their driver’s license with them and complete brief, but necessary, paperwork so we may create a profile for them in our system. If your trainee is an Owner Operator we would need a copy of: Drivers License, Registration for taxi license plates, Insurance Certificate, Safety Lane Inspection and receipts for proof of acquiring two village passenger licenses.

Let your trainee know to always check where the vehicle they are getting into is licensed (please show them where village passenger stickers are located on taxis) so they may operate their vehicle, legally, in the proper towns they will be working in. Also, that they may be required to acquire a chauffeur’s license for the towns they operate in.

It is also a great idea to teach new drivers how to label payphones and drop off $3.00/$1.00 off business cards to assist with business growth…again, remember the age old philosophy of Monkey See, Monkey Do. If you require supplies for this just give Scott a call to meet up and get them.

You may also grab new driver paperwork by requesting new driver packets at the lease office so drivers wishing to start in the middle of the week can complete their paperwork with you and you can turn it in for them (at no time is it ok to leave these agreements with the driver, they must complete it and leave them with you).

Training Fees: (There are two types of training you will conduct)

- **Equipment Training:** $25.00 (This is for a trainee with extensive taxi driving experience and knowledge)
  - You are simply teaching the equipment, paperwork (credit card / travel vouchers / receipts, etc.) and running through all policy / protocol as stated above. Usually takes 1-2 hours.

- **New Driver Training:** $45.00 (This if for a trainee with no or little taxi driving experience)
  - With this type of individual you are conducting a complete and thorough training. Usually takes 4-6 hours.

Keep in mind that everyone is different, so training duration times may fluctuate slightly from time to time.

All-Star Cab thanks you in advance for your all your efforts in training new drivers.

Keep up the great job you're doing, we appreciate it!

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