



## Peer Driver Training Check-List

Please initial after completing:

- **Meter:** Hired, Time Off, Extras, Changing Paper. \_\_\_\_\_
  - **Tablet:** GPS, Bluetooth, Messages (in detail), ER button, Zone Post, Search, Other, Req. Talk. \_\_\_\_\_
  - **Credit Card Machine:** Have trainee sit in backseat to see how machine looks when Hired vs Time Off, print Cash Receipt, go through entire CC transaction and charge \$0.01. Explain Flat Rate function, driver rating system, and how to adjust brightness and volume on machine. \_\_\_\_\_
  - **Wait Time:** Explain Wait Time, and instruct trainees to explain wait times to customers by pointing to decal on window. \_\_\_\_\_
  - **Cleanliness:** Stress the importance of keeping your car clean, and the best ways to keep it clean and smelling good. \_\_\_\_\_
  - **Taxi Butlers:** Understand what a taxibutler is and how important they are
  - **Dispatch:** Best ways to communicate with dispatch, how to have them reset you in the system.
  - **zTrip:** How to operate a zTrip and keep records.
  - **Operating:** Go through a typical run, displaying your incredible customer service skills (opening doors, asking customer to watch their head, is the temperature comfortable, what kind of music they want to listen to, do they have a preferred route, etc). \_\_\_\_\_
  - **Observe:** Allow the trainee to operate as the driver. Have them accept the call, map it on the GPS, and interact with the customers. Take note of their driving skill, their level of comfortability with the equipment, and their comfortability with customers. \_\_\_\_\_
  - **Follow Up:** Once the customer(s) are dropped off, go over all of your observations with the trainee. Tell them what they did well and what they need to work on, and then help them if they are struggling with anything.
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If at any time you feel unsafe while the trainee is operating, just have them stop the car and you take over. We will conduct a follow-up meeting with you to get your opinion of the trainee, as well as a follow up meeting with the trainee to see how they thought you preformed as a trainer. Thank you for your help!

Sign: \_\_\_\_\_

Date: \_\_\_\_\_