

## Welcome to the February Newsletter

We would like to say a belated thank you to the drivers who put in much effort over Christmas and New Year and through the period of bad weather conditions which caused havoc on the roads. We saw an increased volume of work throughout November, December and January, resulting in record job counts over the festive period. We have also sustained a high volume of work throughout January, which hopefully you will have seen the benefits of. We would like to welcome your feedback regarding the decision to charge £2.00 extra rather than fare plus half over Christmas and New Year and if you have had any feedback from customers. This will allow us to plan in advance for charges for this year.

## Radio Campaign



As you will have heard if you listen to Hallam FM we have sponsored the 'thousand pound Thursday competition' which began Monday 18th

January for four weeks. There is one question per week and listeners have to text in the answer for a chance to win the £1,000. The compe-

tion is promoted throughout the week with the actual competition taking place every Thursday, giving City Taxis a prominent presence throughout the four weeks. There is also a section on the Hallam FM website

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dedicated to the competition which also displays our branding and link through to our website.

## New Account Customers

- Access Credit Management—AC004
- Barnsley Borough Council—BA012—Regular school run, Monday to Friday
- Biomedical Research Centre BI002—At NGH, same building as Bone BRU account.
- Breast Cancer Care—BR008—Vicar Lane, Town
- Care 4 You—CA019—Regular journey from Wincobank to Brincliffe Towers NH and return, Monday to Friday.
- Department of Health—DE008—Train Station journeys
- Hallamshire Care Home—HA012—Broomhall
- Jasmin Court NH—JA004—Roe Lane, Pitsmoor
- Janet Tarrant—JA005—Journeys from St Elizabeth Close to various destinations
- June Caveney—JU001—Journeys from Crookesmoor Drive to various destinations
- Mencap (Helen) - ME012—Journeys from 184 Psalter Lane to various destinations
- North C.L.D—NO019—Edward Jackson
- One Health Group—ON004—Transporting patients to and from Thornbury Hospital and Claremont Hospital
- Parkwood Academy—PA005—Penrith Road, Shirecliffe
- Phoenix Futures—PH005—Commonside, Walkley
- Sheffield Young Carers—SH045—Sheaf Bank Business Park



912 City Road  
Sheffield  
S2 1GQ

Call Centre: 0114 2393939  
Operations Number: 0114 2358992  
Accounts Number: 0114 2358998

**Staff Contacts:**

Bob Turnbull—Managing Director—2393939  
Arnie Singh—Director—2358901

**Operations:**

Kevin Flint—Operations Manager—2358902  
Chris Frayne—General Manager—2358992  
Ian Godbehere—Call Centre Manager—2358903  
Richard Dale—Assistant Call Centre Manager —  
2358992  
Lee Ward— Assistant Ops Manager —2358992  
Antonio Berrios— IT Technician - 2358992  
Angela Rodgers—Operations —2358992

**Accounts / Paying in / Marketing:**

Stacey Turnbull— Company Secretary—2358905  
Matthew Rodgers—Marketing Manager—2358998  
Nigel Robinson— HR Manager—2358998  
Pat Moore— Accounts Assistant—2358998  
Rachel Bowie—Accounts Assistant—2358998  
Carol Grant—Accounts Assistant - 2358998  
Rebecca Newsam—Accounts Assistant—  
2358998  
Beverley Bower—Paying in—2358900

## Report to Receptions

It is extremely important that drivers always report to reception when picking up passengers from public buildings such as, Hotels, Hospitals, Casino's etc. Many drivers are currently not doing this and it causes major problems, which may result in the loss of valued customers. This has recently been a massive issue for G Casino, and they may consider using a different taxi firm if we cannot do the job properly. Please help to look after your work by ensuring that if your customer is not waiting outside, you go into reception and collect them.

## Driver Handbooks

As promised, driver handbooks are now available from the office. Most of you should now be in possession of one, but if not please ensure you collect one from the office. Please take time to read through this as it contains some very important information. We will begin scheduling appointments with drivers to go through the handbook with a manager in the near future. The aim is to inform drivers and improve standards across the fleet, therefore increasing our customer service levels, allowing us to retain current customers and gain new customers.

## New Appointment

Previously the Night Manager, Ian Godbehere has now been appointed as Call Centre Manager, with responsibility for running the call centre twenty-four seven. Richard Dale has taken on the role of Assistant Call Centre manager. The aim is to achieve continuity and consistency throughout days and nights.



## Important Reminders

We have had reports that there are too many taxis waiting for work around the disabled parking bays near the Walk in Centre at RHH and being rude to other drivers. The hospital are contacting other taxi companies to ask them not to park here so that the taxi bays are only for City Taxis. As you know congestion around RHH is an ongoing issue but please do your best to not block access and please remember to be courteous towards other drivers. Also, it is vital to keep B Road clear for emergency vehicle access.

***We received a complaint that many drivers are driving the wrong way back down the driveway at the Ryegate Childrens Centre on Tpton Crescent Road, causing traffic congestion. The one way system is there for a reason so please follow it.***

Please remember to press FINISH at the end of your shift. This is important as the computer will continue to try to dispatch work to you if you do not press finish, which causes the system to perform poorly.

***Please do not phone the call centre to speak to a member of the Operations or Accounts teams. This prevents customers getting through to make bookings. Please dial the appropriate number, as shown in the Contact section of the newsletter, or collect a contacts card from the office. If you cannot get through to the correct person at the time, please leave a voicemail rather than re-dialling the call centre.***

Please ensure that you keep the office up-to-date with any change of your details, such as plate, badge, address, phone number or your radio may be automatically disabled.

***When pricing account jobs please note that the mileage generated by the computer is not correct and you should clock the mileage and enter it before clearing the job.***

**DON'T FORGET TO CHECK OUT THE WEBSITE @  
WWW.SHEFFIELDCITYTAXIS.COM**