

## Welcome to the March Newsletter

### Ringback

We will soon be making changes to the current ringback system. Drivers will no longer be able to press ringback twice and will have to be within 500 metres of the pick up point or it will not work. It is necessary to make these changes as the facility is currently being used incorrectly, which leads to confusion. Some drivers are pressing ringback too early, which results in customers wondering where driver is, and then contacting the office to find out. This then ties up a telephonist who could be taking another booking. It also sometimes causes customers to get into the wrong taxi as they have had ring back so will get in any taxi that is in the pick up area. We are also extending length of time of ringback to ensure that the customer receives it.

### Customer Service

In order to increase and sustain our work levels, Sheffield City Taxis must deliver a consistently higher standard of customer service than our competitors. It is expected as part of your job as a taxi driver that

you go to all receptions where appropriate, assist with shopping bags, luggage, customers with disabilities etc when appropriate. If it is discovered that any driver is consistently not fulfilling such duties, we will

remove your equipment and you will no longer be allowed to work for City Taxis. Please make the effort to be as helpful as possible when picking up from hotels, hospitals, supermarkets, ca-

#### Inside this issue:

RINGBACK	1
CUSTOMER SERVICE	1
MARKETING	1
PRIVATE HIRE ASSOCIATION	1
NEW APPOINTMENT	2
PICK-UP INFORMATION	2
IMPORTANT REMINDERS	2
CONTACT DETAILS	2

sino's, offices and other public buildings where we get a large percentage of our work from.

### Marketing

We are currently distributing cards into the following areas:

Millhouses

Ecclesall

Bents Green

Whirlow

Coal Aston

Bradway Bank

Dore

Totley

Abbeydale Park

Totley rise

Lower Bradway

Beauchief

Meadwohead

Greenhill

Hutcliffe Wood

Lowedges

Batemoor

Jordanthorpe

Little Norton

Norton

Norton Lees

Woodseats

Carterknowle

### Private Hire Association

The Private Hire Association held its AGM on Tuesday 16th March at the PMC. It was a very well attended meeting with representatives from the South Yorkshire Police and Sheffield City Council. The meeting was overall very informative and covered a variety of important issues. Over the next few weeks, representatives of the Private Hire Association will

have a presence at City Taxis office in order to inform drivers of the activities and interests of the association. They would like to generate more members and would really welcome the support of City Taxis drivers. For further information you can contact Mohammed Yasin, Chairman of the Private Hire Association on 07882 357 333.



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

## NGH Access Road

This entrance road, off Herries Road is designed to be used for the delivery and movement of goods. It is a single lane, and can be blocked by NHS vehicles loading or unloading at any time. It should not be used as a general alternative to the main site entrances at Herries Road and Barnsley Road. Anyone doing so may have to wait for vehicles loading / unloading, and should do so courteously. The road is covered by CCTV and any abusive conduct will be followed up.

## New Appointment

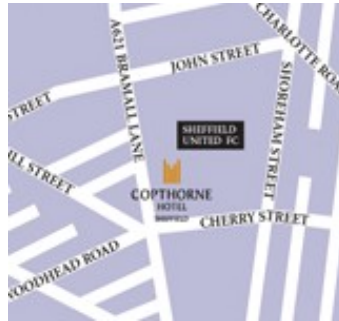
Previously a call centre supervisor, Michelle Hinchcliffe has now been appointed as Operations Assistant. Michelle will assist with the handling of all driver enquiries with the aim to cut down on response time. Currently many drivers have to leave a voicemail when there is nobody available to take the call and we know that some drivers find this frustrating. Michelle should now enable us to handle most enquiries straight away, rather than calling drivers back.

## Pick-up Information



Bramall Lane—  
Pick up at the  
main entrance  
on Bramall

Lane. There is a lay by at the main entrance, please go through the glass main doors to reception to collect customer.



electricworks

Electric Works, Sheffield Digital Campus, Sheaf Street, City Centre—Go up the driveway off Pond Hill to the turning circle to pick up.



## Important Reminders

**Please be aware that there have been reports that there are many fake £10 and £20 notes in circulation at the moment.**

Please make sure that when you are picking up staff from Sheffield Arena, you go to the reception at Entrance B and please be patient. They are an important customer and we need to ensure we are providing them with a good service.

**Arbourthorne Hostel has reported that some drivers wait outside Ludlam House, which is also on Burners Road, instead of Arbourthorne Hostel and they are then charged for a no pick up. Arbourthorne Hostel is where Burners Road crosses East Bank Road. Please be aware that the residents travelling to and from Arbourthorne Hostel have learning difficulties so to avoid confusion please take care to drop off at the specified destination.**

We have had complaints from Mercure St Pauls Hotel that some drivers are parking in the hotel's car park when going to the taxi licensing department. The area outside the hotel, beyond the barrier belongs to the hotel. It is private property and you must not park there.

**Recovery is being very closely monitored due to the strain that it puts on the dispatch system and the negative effect that it has on our customer service. Any driver with a recovery over 10% must address the issue immediately.**

**DON'T FORGET TO CHECK OUT THE WEBSITE @**

**WWW.SHEFFIELDCITYTAXIS.COM**