

Customer care, conflict and personal safety: questions and answers

46 practice questions for UK taxi and private hire knowledge tests, with answers and explanations at the end.

Free from taxiknowledgetest.co.uk. Not an official council document: check your council's current guidance.

Questions

Professional conduct and customer care

1. A passenger has heavy shopping bags. What is good customer care?

- ☐ A. Wait in the car until they have finished
- ☐ B. Offer to help load them into the vehicle
- ☐ C. Open the boot from inside and stay seated
- ☐ D. Tell them to be quick because you are busy

2. A passenger gets in. What is the best way to start the journey?

- ☐ A. Start driving and ask them for the address later on
- ☐ B. Ask them how much money they have
- ☐ C. Keep talking on your phone
- ☐ D. Greet them politely and confirm the destination

3. Why is it a good idea to make eye contact when a passenger gets in?

- ☐ A. It lets you decide what fare to charge
- ☐ B. It is a legal duty for all licensed drivers in the UK
- ☐ C. It builds trust and shows you could identify them
- ☐ D. It helps you see if they have luggage

4. A passenger asks you to turn off the radio. What should you do?

- ☐ A. Turn it off politely
- ☐ B. Turn it down a little only
- ☐ C. Explain that it is your car
- ☐ D. Ask them to pay extra for silence

5. Which of these shows a professional appearance?

- ☐ A. Any clothes you like, as long as the car is clean
- ☐ B. Sports kit, so you are comfortable
- ☐ C. A badge kept in the glovebox
- ☐ D. Clean, tidy clothes and your badge as required

6. A passenger says they want to complain about you. What should you do?

- ☐ A. Stay calm and tell them how to complain
- ☐ B. Argue until they agree with you
- ☐ C. Refuse to give them your details
- ☐ D. Ask them to leave the vehicle at once

7. A passenger asks you to take a longer, scenic route. What should you do?

- ☐ A. Refuse and take the quickest way
- ☐ B. Agree it and explain the fare may be higher
- ☐ C. Take it, but do not mention the higher fare to them
- ☐ D. Ask them to pay the whole fare now

8. You are running late for a booked pick-up. What should you do?

- ☐ A. Say nothing and hope they still wait
- ☐ B. Cancel the booking without telling anyone
- ☐ C. Let the operator or passenger know
- ☐ D. Drive faster than the speed limit

9. A journey has ended. What should you do before you drive away?

- ☐ A. Check they have all their belongings
- ☐ B. Start the meter ready for the next fare
- ☐ C. Lock the doors at once
- ☐ D. Switch off your safety light

Conflict and difficult passengers

10. A passenger starts shouting at you. What should you do first?

- ☐ A. Shout back so they know you are in charge
- ☐ B. Stay calm and keep your voice level
- ☐ C. Stop the car and get out to face them
- ☐ D. Turn the music up loudly

11. Which body language helps to calm an angry passenger?

- ☐ A. Arms folded tightly and looking away from them
- ☐ B. Pointing your finger at them
- ☐ C. Open hands and steady eye contact
- ☐ D. Standing very close to them

12. What is a pre-arranged code word used for?

- ☐ A. Unlocking the card machine at the end of a fare
- ☐ B. Telling the passenger the fare
- ☐ C. Logging off at the end of a shift
- ☐ D. Getting help from your control room secretly

13. A passenger becomes violent and you feel in immediate danger. What should you do?

- ☐ A. Park, use your horn and lights, and call 999
- ☐ B. Keep driving to the destination
- ☐ C. Drive faster to scare them
- ☐ D. Wait until the end of your shift to report it

14. If you feel in danger while driving, where is the best place to go?

- ☐ A. A quiet country lane
- ☐ B. A brightly lit, busy place
- ☐ C. An empty car park
- ☐ D. Your own home

15. A passenger is rude and refuses to pay. Can you lock them in and drive to a police station?

- ☐ A. Yes, if the fare is over £20
- ☐ B. Yes, if you tell them first
- ☐ C. No, you must never lock a passenger in
- ☐ D. Yes, if the police station is close

16. You drive a purpose-built taxi with a screen. A group outside is threatening you. What is usually safer?

- ☐ A. Get out to protect the paintwork
- ☐ B. Open the doors to talk to them
- ☐ C. Get out and lock the doors behind you
- ☐ D. Stay inside your cab and call for help

17. A passenger is sick in your vehicle. What should you do about a soiling charge?

- ☐ A. Charge whatever amount you think is fair for the clean
- ☐ B. Only charge what your council's rules allow
- ☐ C. Keep the passenger's phone until they pay
- ☐ D. Add it to the next passenger's fare

18. Why does working at night carry more risk?

- ☐ A. Fares are higher, so passengers complain more
- ☐ B. The roads are busier than in the day
- ☐ C. Many passengers have been drinking
- ☐ D. Councils do not check drivers at night

19. After a threatening incident, what should you do?

- ☐ A. Write it down and report it to the police
- ☐ B. Forget about it if nobody was hurt this time
- ☐ C. Post about it on social media
- ☐ D. Look for the person yourself later

Personal safety

20. How can you reduce the amount of cash in your vehicle?

- ☐ A. Keep all your takings in one bag on the seat
- ☐ B. Only accept cash so you are paid at once
- ☐ C. Count your money where passengers can see
- ☐ D. Take card payments and drop off cash often

21. A passenger asks, "Busy night?" What is the safest answer?

- ☐ A. Say yes, and that you have taken a lot of money
- ☐ B. Show them your takings
- ☐ C. Say you have only just started your shift
- ☐ D. Tell them where you keep your money

22. Where is the best place to keep cash in your vehicle?

- ☐ A. In the door pocket next to you
- ☐ B. On the dashboard
- ☐ C. In a bag on the front seat
- ☐ D. Hidden in a secure box

23. A fare makes you feel unsafe. What does the safety advice say?

- ☐ A. Always accept it, as refusing is never allowed
- ☐ B. Trust your instincts and refuse it
- ☐ C. Accept it but charge a higher fare
- ☐ D. Ask another passenger to come with you

24. You arrive to collect a fare. How far should you open your window to talk?

- ☐ A. Just enough to speak to them
- ☐ B. All the way down
- ☐ C. Not at all; shout through the glass
- ☐ D. Open the door instead

25. Should your doors be locked while you drive around between fares?

- ☐ A. Yes, until you are ready to accept the fare
- ☐ B. No, passengers need to be able to get in quickly
- ☐ C. Only when it is raining
- ☐ D. Only after midnight

26. As a private hire driver, what should you check before a passenger gets in?

- ☐ A. That they have the right money in cash
- ☐ B. That they will give you a good rating
- ☐ C. That they live in your area
- ☐ D. That they are the booked passenger

27. Which item should you not keep in the passenger area of your vehicle?

- ☐ A. A spare phone charger
- ☐ B. A wheel brace
- ☐ C. A torch
- ☐ D. A notepad and pen

28. Why is it useful to carry a spare vehicle key?

- ☐ A. So passengers can open the boot themselves
- ☐ B. So you can lend the car to friends
- ☐ C. In case an attacker throws your keys away
- ☐ D. So you never need to lock the car

29. How can CCTV in your vehicle help you?

- ☐ A. It lets you watch passengers at home later
- ☐ B. It can deter violence and give evidence
- ☐ C. It means you no longer need insurance
- ☐ D. It allows you to charge higher fares

Fare disputes and lost property

30. You are taking a passenger far into the countryside. What can help prevent a fare dispute?

- ☐ A. Agree the fare before you set off
- ☐ B. Turn the meter off to keep it cheap
- ☐ C. Ask for payment only at the end
- ☐ D. Choose the longest route

31. You need to change route because of road works. What should you do?

- ☐ A. Change route and say nothing
- ☐ B. Charge extra for the new route
- ☐ C. Ask them to get out and walk the rest of the way
- ☐ D. Tell the passenger and check they agree

32. A passenger runs off without paying. What should you do?

- ☐ A. Run after them to get the money
- ☐ B. Drive after them on the pavement
- ☐ C. Let them go and report it to the police
- ☐ D. Wait outside their house until they come back

33. Many violent incidents with drivers start from what?

- ☐ A. Fare disputes
- ☐ B. Music choices
- ☐ C. Seat belt checks
- ☐ D. Air conditioning

34. You find a phone left on the back seat. What should you do?

- ☐ A. Keep it for yourself if nobody calls within an hour
- ☐ B. Sell it to cover your time
- ☐ C. Give it to the next passenger
- ☐ D. Follow your council's lost property rules

35. True or false: you may keep lost property if the owner does not contact you within one day.

- ☐ A. True
- ☐ B. False

36. A passenger says the fare is too high. What should you do first?

- ☐ A. Tell them to pay or you will call your friends
- ☐ B. Refuse to let them leave
- ☐ C. Calmly explain how the fare was worked out
- ☐ D. Double the fare to teach them a lesson

37. There are several routes to a passenger's destination. What should you do?

- ☐ A. Take the longest one
- ☐ B. Ask which route they prefer
- ☐ C. Take the one that passes your home
- ☐ D. Take any road and say nothing

Data protection, CCTV and child seats

38. A man phones and asks where you dropped off a woman last night. He says he is her partner. What should you do?

- ☐ A. Tell him, as he says he is her partner and is worried
- ☐ B. Do not give out any passenger information
- ☐ C. Give him the street but not the number
- ☐ D. Ask him to pay first, then tell him

39. Is it OK to share a passenger's details or photo on social media?

- ☐ A. Yes, if they are famous
- ☐ B. Yes, if you blur the number plate
- ☐ C. No, keep passenger information private
- ☐ D. Yes, if you do not say their name in the post

40. CCTV is fitted in your vehicle. What must passengers be told?

- ☐ A. Nothing, as it is your vehicle
- ☐ B. Only if they ask you directly
- ☐ C. Only if it records sound
- ☐ D. That CCTV is in use

41. When should a taxi CCTV system record sound?

- ☐ A. Only when someone switches it on
- ☐ B. All the time, on every journey
- ☐ C. Only when the driver is out of the car
- ☐ D. Only on journeys after dark

42. Who can normally view recordings from a council-approved taxi CCTV system?

- ☐ A. Any other driver who shares the vehicle with you
- ☐ B. The police or the council, for a proper reason
- ☐ C. Anyone who asks the operator
- ☐ D. The driver's friends and family

43. A parent with a 2-year-old hires your taxi. There is no child seat. Where must the child sit?

- ☐ A. In the front seat, with an adult belt
- ☐ B. On the parent's lap in the front
- ☐ C. In the front seat, without a seat belt
- ☐ D. In a rear seat, without a seat belt

44. A 6-year-old is travelling in your PHV and there is no child seat. Where must they sit?

- ☐ A. A rear seat, with an adult seat belt
- ☐ B. Any seat, without a seat belt
- ☐ C. The front seat, with an adult seat belt
- ☐ D. They cannot travel in the vehicle at all

45. True or false: in a taxi with no child seat, a child under 3 may sit in the front seat.

- ☐ A. True
- ☐ B. False

46. A parent brings their own rear-facing baby seat and wants it in the front. What must happen first?

- ☐ A. The seat must face forwards instead
- ☐ B. The parent must sign a form
- ☐ C. The front airbag must be switched off
- ☐ D. The driver must move the seat back fully

Answers

1. **B. Offer to help load them into the vehicle.** Helping with luggage is good service, and councils' conditions expect it: Nottingham, Sefton and Wolverhampton all tell drivers to give reasonable help with luggage.
2. **D. Greet them politely and confirm the destination.** A polite greeting and confirming the destination prevents mistakes and disputes later.
3. **C. It builds trust and shows you could identify them.** The Wolverhampton safety booklet says eye contact helps build a relationship and tells the passenger you could identify them.
4. **A. Turn it off politely.** The journey is for the passenger. Councils' conditions, such as Nottingham's and Sefton's, say you may not play a radio or music without the passenger's consent.
5. **D. Clean, tidy clothes and your badge as required.** Councils expect drivers to be clean and tidy (Nottingham: "clean and respectable" in dress) and to wear or display their badge as their licence conditions say.
6. **A. Stay calm and tell them how to complain.** Stay calm and do not raise your voice. Passengers can complain to the operator or the council: Wolverhampton publishes a taxi complaints line, and Sefton operators must tell complainants they can take it to the council.
7. **B. Agree it and explain the fare may be higher.** Agree the route and explain the cost before you set off, so there is no dispute at the end.
8. **C. Let the operator or passenger know.** Councils require drivers to attend bookings punctually (Leicester, Wolverhampton). If you are delayed, telling the operator or passenger is the professional step. Never speed to make up time.
9. **A. Check they have all their belongings.** Wolverhampton's conditions say to make sure passengers leave with their belongings and to search for lost property after each journey. Sefton also requires a search after every hiring.
10. **B. Stay calm and keep your voice level.** The safety booklet says stay professional and calm, and do not raise your voice. This can stop things getting worse.
11. **C. Open hands and steady eye contact.** Keeping your hands visible and open and keeping eye contact is non-threatening and can defuse a situation.
12. **D. Getting help from your control room secretly.** Agree a code word with your control room so you can call for help without making a threatening passenger suspicious.
13. **A. Park, use your horn and lights, and call 999.** If in danger, park and use your horn and lights to attract attention, and get help by calling 999.
14. **B. A brightly lit, busy place.** Busy, well-lit places are safer and are often covered by CCTV.
15. **C. No, you must never lock a passenger in.** Locking passengers in your vehicle can lead to arrest and a charge of false imprisonment.
16. **D. Stay inside your cab and call for help.** In a purpose-built taxi with a screen you are likely to be safer staying in the cab. Never risk your safety to protect the vehicle.

17. **B. Only charge what your council's rules allow.** For hackney carriages, the council can fix "all other charges in connection with the hire" in its table of fares. Hertsmere's 2025 table, for example, sets £50 for soiling. Only charge what your council allows.
18. **C. Many passengers have been drinking.** The booklet says night work carries the most risk of violence, as many passengers have been drinking. Make sure you are not tired.
19. **A. Write it down and report it to the police.** Note descriptions such as clothes and accent, and report it even if the police cannot act at once. It helps them plan.
20. **D. Take card payments and drop off cash often.** The booklet says carry as little cash as you can, use contactless payments, and drop off cash during your shift.
21. **C. Say you have only just started your shift.** Never say business is good. This could tell someone you have a lot of cash. You could say you have just started.
22. **D. Hidden in a secure box.** Keep cash hidden from view in a secure box, and try to hide it in several places until you can bank it.
23. **B. Trust your instincts and refuse it.** The booklet says always trust your instincts and refuse a fare if you have doubts about your safety. Never refuse for a discriminatory reason.
24. **A. Just enough to speak to them.** Only open the window enough to speak without people being able to reach inside.
25. **A. Yes, until you are ready to accept the fare.** Keep the doors locked while driving around. Unlock them when you have checked the passenger and are ready to accept the fare.
26. **D. That they are the booked passenger.** Confirm it is the correct booked passenger and the destination. This protects them and you.
27. **B. A wheel brace.** Items like wheel jacks could be used against you, and could be illegal. Keep tools secure in the boot.
28. **C. In case an attacker throws your keys away.** The Wolverhampton booklet says carry a spare key in case an attacker throws your keys away. It also suggests a phone and charger, a torch, a notepad and a personal alarm.
29. **B. It can deter violence and give evidence.** CCTV has been shown to reduce threats against drivers and means it is not just your word against theirs.
30. **A. Agree the fare before you set off.** Agreeing the fare first reduces the risk of a dispute later, when you may be in an isolated place.
31. **D. Tell the passenger and check they agree.** If you need to change route on the way, explain why and confirm the passenger agrees.
32. **C. Let them go and report it to the police.** Do not chase a passenger who owes you a fare. Your safety is more important than the money. Report it on 101.
33. **A. Fare disputes.** The booklet says many violent incidents arise from fare disputes, so be ready to explain how the fare is worked out.
34. **D. Follow your council's lost property rules.** Councils set their own lost property rules. Nottingham and Leicester say take it to the police within 24 hours; Sefton says 48 hours; Wolverhampton says report it to the operator.

35. **B. False.** False. Lost property is not yours. Councils' rules say to hand it in, for example to the police within 24 hours in Nottingham or 48 hours in Sefton.
36. **C. Calmly explain how the fare was worked out.** Be ready to explain the fare structure. Staying calm and clear often ends the dispute.
37. **B. Ask which route they prefer.** If there are several routes, confirm which one the passenger would like. This avoids complaints about the fare.
38. **B. Do not give out any passenger information.** Where a passenger went is personal data. It must only be used for the purpose it was collected for and kept secure. Wolverhampton's CCTV policy, for example, shares data only for a lawful reason such as a formal police request.
39. **C. No, keep passenger information private.** Passenger details and images are personal data and must be kept secure. Wolverhampton's CCTV policy bans uploading CCTV or dashcam footage to social media and calls it a breach of data protection law.
40. **D. That CCTV is in use.** The DfT standards say all passengers must be made fully aware if CCTV is operating in a vehicle.
41. **A. Only when someone switches it on.** The DfT says audio recording must not be continuously active by default and should be started by a switch or button. Check your council's CCTV policy too.
42. **B. The police or the council, for a proper reason.** Recordings should be secure and only seen by those with a legitimate reason, such as the police investigating a crime or the council investigating a complaint.
43. **D. In a rear seat, without a seat belt.** In a taxi or PHV with no correct child seat, a child under 3 can travel without one, but only in a rear seat and without a seat belt.
44. **A. A rear seat, with an adult seat belt.** If the driver does not provide the right child seat, a child aged 3 or over must travel in a rear seat wearing an adult seat belt.
45. **B. False.** False. Without the correct child seat, children can travel only in a rear seat.
46. **C. The front airbag must be switched off.** GOV.UK says you must deactivate any front airbags before fitting a rear-facing baby seat in a front seat.

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