



Justice Institute of British Columbia COURSE OUTLINE

Course Code: Taxi170

Course Title: WorldHost and Serving Customers with Disabilities

Prerequisite Courses: TaxiHost Assessment

School: : School of Public Safety and Security

Division/Academy/Centre: PTEC

Previous Course Code & Title:

Course First Offered:

# of Credits:	1.0
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Course Description:

WorldHost Training for the Taxi Industry has been developed to help the taxi industry provide internationally competitive standards of service to customers and visitors traveling to and within British Columbia.

Driver's attitude toward their customers is a key element of service which forms a lasting impression. Courtesy, friendliness and professionalism are essential ingredients of successful taxi operations. The course encourages drivers to take pride in themselves, in what they do; and in where they live.

Course Goal(s):

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Understand the importance and benefits of excellent customer service skills by identifying the needs of the various client groups.
2. Describe the communication process and the skills required to make communication effective
3. Learn more effective ways of serving customers with disabilities.
4. Understand how to use good listening skills
5. Use effective techniques to handle customer concerns
6. Realize the value of tourism in the community and the province



7. Demonstrates an initial understanding of the importance of personal safety at the workplace.

Course Topics/Content:

- Making People Feel Welcome
- The Importance of Excellent Customer Service
- First Impressions
- How Effective is Your Communication
- The Power of Listening
- Handling Customer Concerns
- Personal Safety

Text and Resource Materials:

Required:

WorldHost Training for the Taxi Industry

Recommended:



Course Level:

X	First Year		Second Year		Third Year		Fourth Year
	Other (describe):						

Equivalent Course(s) within the JIBC:

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	10			
Simulation/Lab				
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours				

Comments on Delivery Methods:

Course Grading System:

	Letter Grades		Percentage	X	Pass/Fail
	Complete/Incomplete		Attendance Only		

Passing Grade:	75%
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Evaluation Activities and Weighing:

Final Exam	60%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	40%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighing:



Other Course Guidelines, Procedures and Comments:

View the Justice Institute of BC Policies listed below at:

<http://www.jibc.ca/studentServices/main/AcademicServices/policies.htm>

Access Policy

Harassment Policy

Prior Learning Assessment Policy

Student Code of Conduct

Academic Appeals Policy

Intellectual Property Rights Policy

Research on Human Subjects: Ethics

Student Records