

Updated: October 15, 2013

ENGLISH COMPETENCY TEST FOR NEW TAXI APPLICANTS

**TESTS ARE GIVEN AT TFLI – 220 FRENCH LANDING DR., NASHVILLE, TN 37228
MONDAYS AND TUESDAYS 1:00pm to 4:00pm. (Visitor) Parking is free.**

Dear Taxi Driver Applicant,

- You are required to take the “Taxi Driver English Language Competency Test” as required by the Metropolitan Transportation Licensing Commission (TLC).
- You **must make an appointment** to take the test. **Walk-ins are not accepted.** You should make an appointment **at least 5 business days** in advance, by phone. You need to pick up a taxi permit application from the TLC before scheduling a test.
- There is a **\$40 fee (as of 11/1/13)** to take the test. Also, you must bring your valid driver’s license.
- You will need to score an **85%** or higher to **PASS** the test.
- If you **FAIL**, but score between **70-84%**, you must wait two **(2) months** before you can retake the test. If you **FAIL**, but score **less than 70%**, you must wait **four (4) months** before you can retake the test. You must pay the **\$30 fee every time** you take the test.
- You must give **24 hour notice** if you have to **cancel a test appointment**. If you do not, there will be an **extra charge of \$20** added to your next testing appointment.

You will be tested over the following skills:

- I. *Ability to read, write, and speak the English language at a level (proficiency) necessary to complete the “Taxi Pro Hospitality Training Program”*
- II. *Ability to interact with taxicab passengers (interviews).*

TAXI PRO HOSPITALITY TRAINING PROGRAM FOR NEW TAXI DRIVERS

Having passed the English Competency Test, all new drivers **must** participate in the Taxi Pro Hospitality Training Program. **The Program Cost is \$160 (for classes beginning December 2013), payable by Cash or Debit/Credit Card at TFLI or by calling 615.741.7579.** Classes are limited to the first 15 people who have paid for each session.

The Program is a **21 hour course held over 3 days.** Classes are from **8:30AM – 4:00PM** with a 45 minute break for lunch on **Wednesdays, Thursdays, and Mondays.** **NOTE:** In case of government holiday, Monday classes will be held the following Tuesday. **Each class concludes with a test covering that class’s material - Participants must score an 80% or above on all three tests to PASS the Program.**

Day 1: City Landmarks. Nashville’s Hospitality/Customer Service Industry. Passengers with Disabilities.

Day 2: Map Reading and Cultural Awareness

Day 3: Nashville Taxi Driver’s Rules & Procedures. Defensive Driving. Driver Safety.

Upcoming Course Dates:

2013	2014 (cont.)
December 4, 5, 9	March 26, 27, 31
2014	April 16, 17, 21
January 8, 9, 13	May 7, 8, 12
January 22, 23, 27	June 11, 12, 16
February 12, 13, 18 (Tuesday – President’s Day 2/17)	July 9, 10, 14
March 5, 6, 10	August 6, 7, 11