Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1)** Choose the two most correct answers. For your own personal safety when picking up a passenger, it is always wise to:

A. Assess the passenger’s demeanor as soon as possible

B. Ask the passenger if he or she has the exact change or a credit card for payment

C. Get the location or address of the destination before leaving the curb

D. Ask the passenger about how their workday has gone so far

**2)** A passenger has given you a large denomination bill to pay for the passenger and needs change. The best action to take in this case is:

A. Advise the passenger that you will take him to get it changed at a nearby store

B. Get your cash out and exchange the bill

C. Inform the passenger that you must first call in to the dispatcher to see if you will be allowed to change the bill with the money in the vehicle

D. Ask if the passenger would be willing to give you the entire amount of the large bill for the fare plus the extra amount for the tip

**3)** Which of these is **not** a warning sign that a passenger could be dangerous?

A. You have an ominous feeling about the person

B. The passenger sits diagonally behind you

C. The passenger only gives you vague instructions

D. None of the above

**4)** Who do you need to stay in close contact with while in your vehicle?

A. Your passenger

B. Your dispatcher

C. The police

D. No one

**5)** Which statement below is not a reason that the commercial livery occupation is high-risk?

A. They work alone

B. They work in some isolated areas

C. They deal with some difficult personalities

D. They do not carry weapons for self-defense

E. They work all types of long hours, often at night

**Answer Key**

1. A & C

2. A

3. B

4. B

5. D