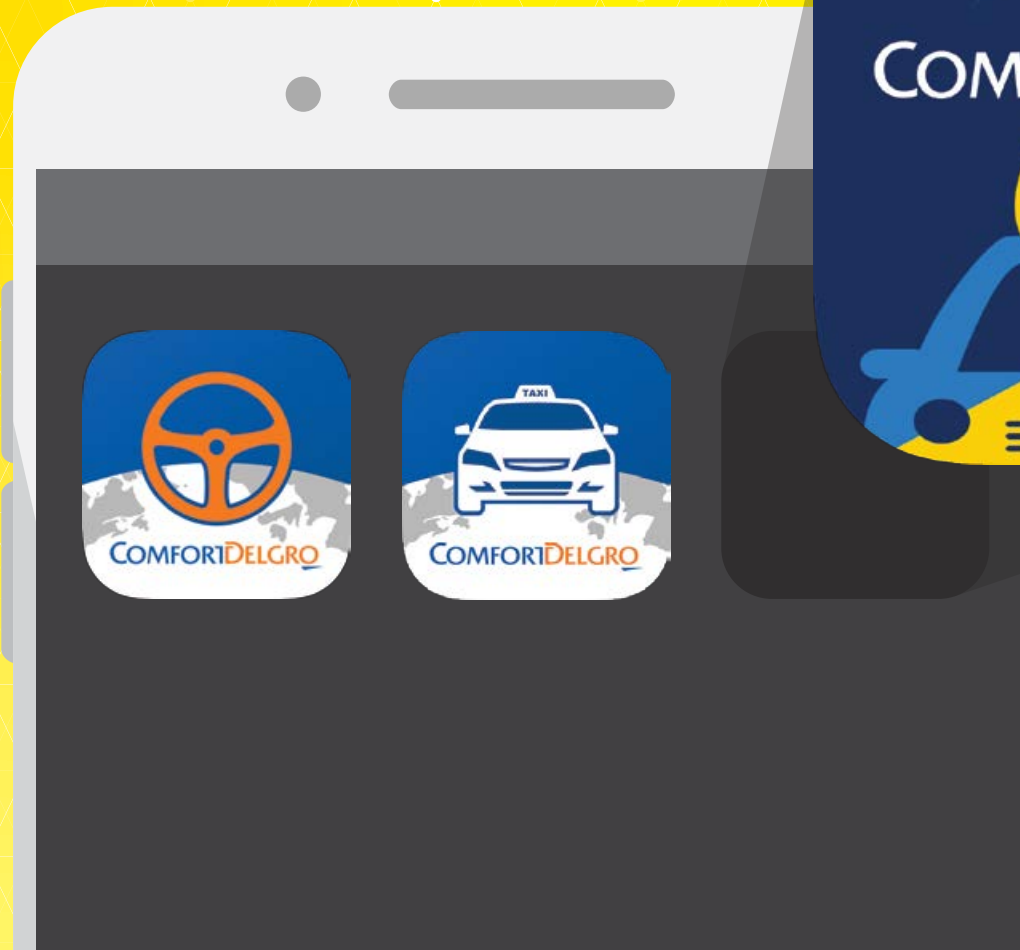


CABBY

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Cabby Portal Goes Mobile

Cabbies are always on the move.

That is why the Company's new Cabby App, which is available on both iPhone and Android smartphones, was designed.

With the new App, cabbies can do the following without having to stop by the office:

- check their account statements anytime, anywhere;
- check their performance e-card;
- check the latest news and updates;
- register and look for hirers/relief drivers;
- access their electronic-ID;
- send feedback to Driver Relations Officers (DROs).

Cabbies who have questions or feedback about the Cabby App can email to dro@cdgtaxi.com.sg or SMS “dro<space>state your feedback” to 72009.

通过手机 上 Cabby 网站

德士师傅总是马不停蹄地在路上载客。

这正是公司全新的 Cabby 应用程序的设计概念。德士师傅可通过 iPhone 及安卓智能手机的应用程序上网。

有了新的应用程序，德士师傅无需到办事处，也能处理以下事务：

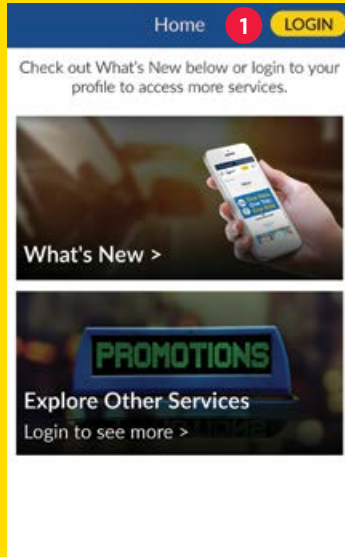
- 随时随地查阅账户表；
- 查阅他们的表现电子卡；
- 查阅最新消息和更新；
- 登记和寻找租车/替班司机；
- 获取电子 ID；
- 向司机联系员发送反馈。

凡是对 Cabby 应用程序有疑问或反馈的德士师傅，可电邮至 dro@cdgtaxi.com.sg 或发简讯 “dro<空格>您的反馈” 至 72009。

Here's how to use the Cabby App:

以下是使用 Cabby 应用程序的步骤:

1 Select LOGIN to start

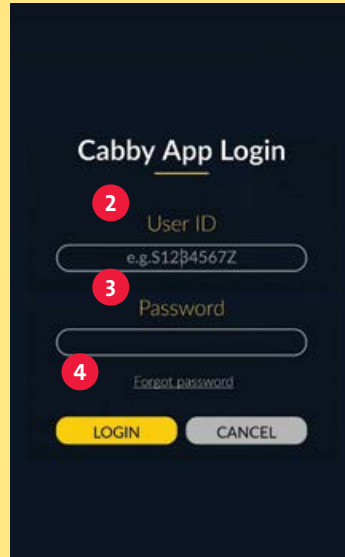


1 选择 LOGIN 启动

2 Key in your NRIC under User ID

3 Enter your Cabby Portal password

4 Select LOGIN



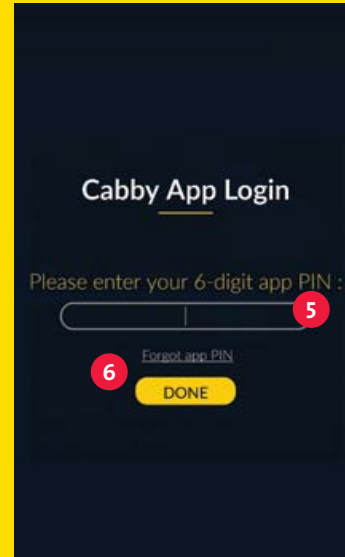
2 在 User ID 输入你的身份证号码

3 输入你的 Cabby 网站密码

4 选择 LOGIN

5 Enter your six-digit app PIN

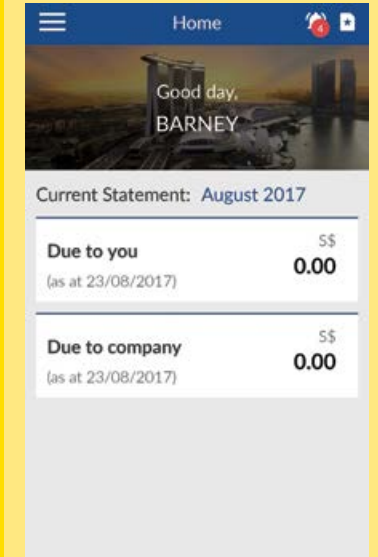
6 Select DONE



5 输入你的 6 位数应用程序 PIN

6 选择 DONE

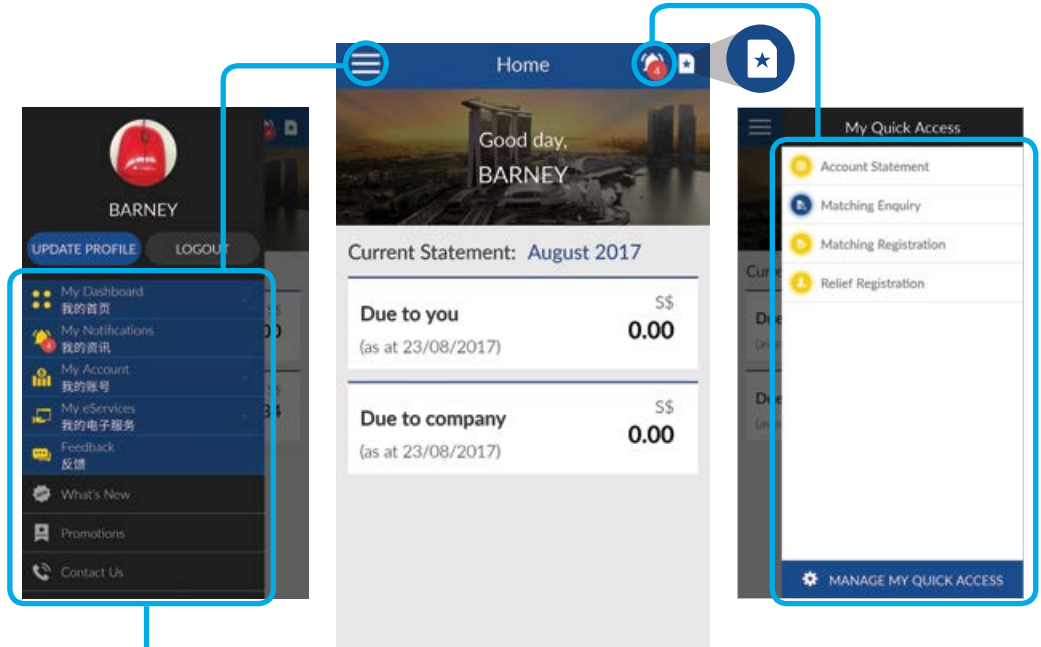
7 You will see the home page once you are successfully logged in



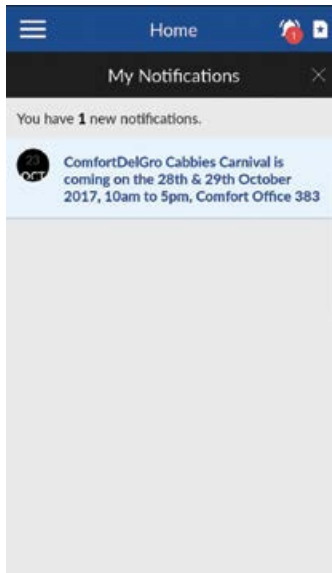
7 一旦成功登录, 将展现主页画面

On the top left corner of the home page of the Cabby App is a menu. You can also access “My Quick Access” and manage it by clicking on the star icon on the top right corner of the home page.

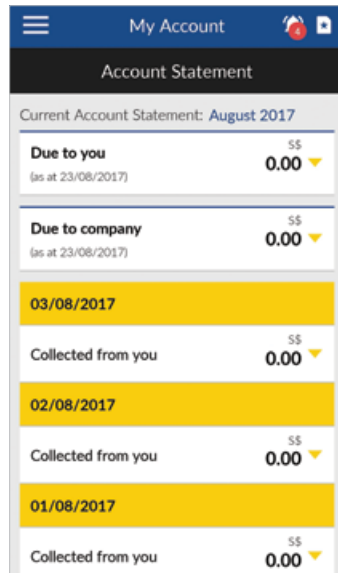
Cabby 应用程序主页的左上角为菜单。你也可以点击主页右上角的星号图标，选择“My Quick Access”功能。



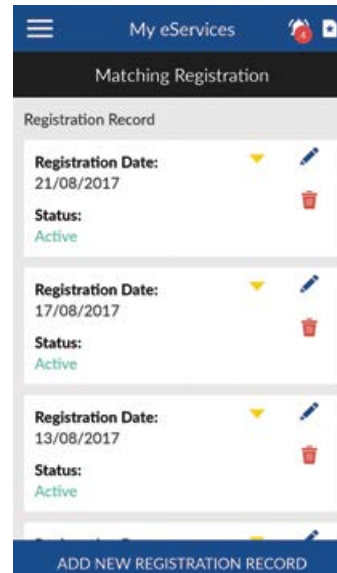
My Notifications



My Account



My eServices



Feedback



Here's how to send feedback via the Cabby App:

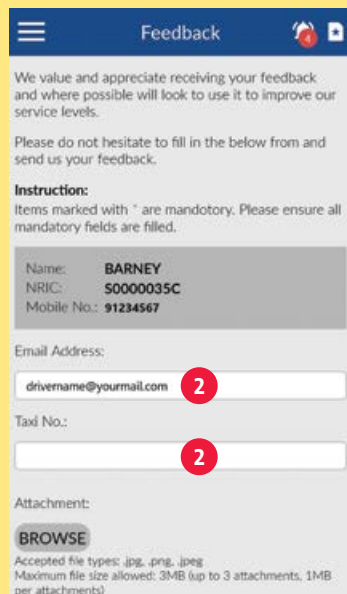
以下为通过 Cabby 应用程序发送反馈的步骤:

- 1 Go to the main menu and select "Feedback"



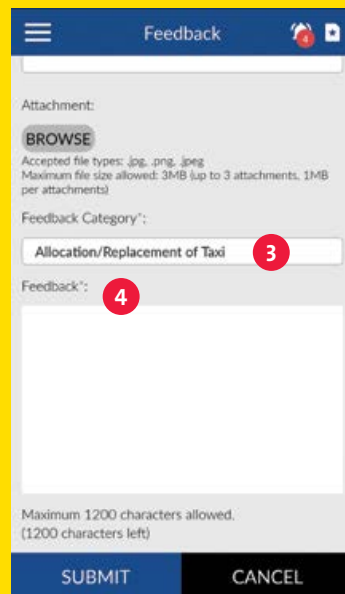
- 1 点按主菜单, 选择“反馈”

- 2 Key in your email address and taxi number



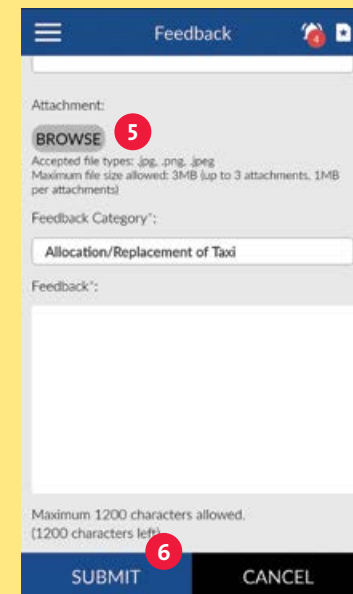
- 2 输入你的电邮地址和德士号码

- 3 Select the feedback category
- 4 Type the feedback in the space provided



- 3 选择反馈类型
- 4 在空格内输入反馈

- 5 To attach photographs or documents, select BROWSE
- 6 Select submit when ready



- 5 选择 BROWSE 附上照片和文件
- 6 完成后选择 SUBMIT

More Booking Jobs with Soon-To-Clear on MDT

Get the next booking job with just a push of the button.

Cabbies only need to press the Soon-To-Clear (STC) button on the Mobile Data Terminal (MDT) five minutes before a trip ends to receive the next current booking job.

It's that simple!

Said Cabby Lee Chee Wing, 58, who uses the STC button every day: "STC helps me get jobs faster and I earn more as a result. About 35% of my bookings are made through STC. I encourage fellow cabbies to use STC as often as they can!"

Here's how to use STC on the MDT:

1 Start meter



1 启动计程表

运用流动数据终端机 STC 按键 争取更多电召工作

只需一个按键，就能争取下一个电召工作。

德士师傅只需在行程结束 5 分钟前按下流动数据终端机上的 Soon-To-Clear (STC) 按键，就能接到下一个现召工作。

就是这么简单！

58 岁的德士师傅李志荣每天都使用 STC 按键。他说：“STC 帮助我更快争取电召工作，从而赚取更多车资。通过 STC 争取到的电召工作，大约占了 35%。我希望其他同行尽量使用 STC 按键！”

以下是使用流动数码终端机 STC 按键的步骤：

2 Press "STC" five minutes before the trip ends



2 在行程结束 5 分钟前按下 STC 按键

3 Bid for the STC job



3 投标 STC 工作

4 To check the details of the STC confirmed job, press "On Call". To return to the Hired screen, press "Return"



4 要查阅 STC 确定工作的详情，先按“On Call”，再按“Return”

5 Complete the trip as usual



5 如常完成行程

6 MDT activates On Call immediately



6 流动数据终端机会马上启动 On Call 状态



Know Where Demand Is

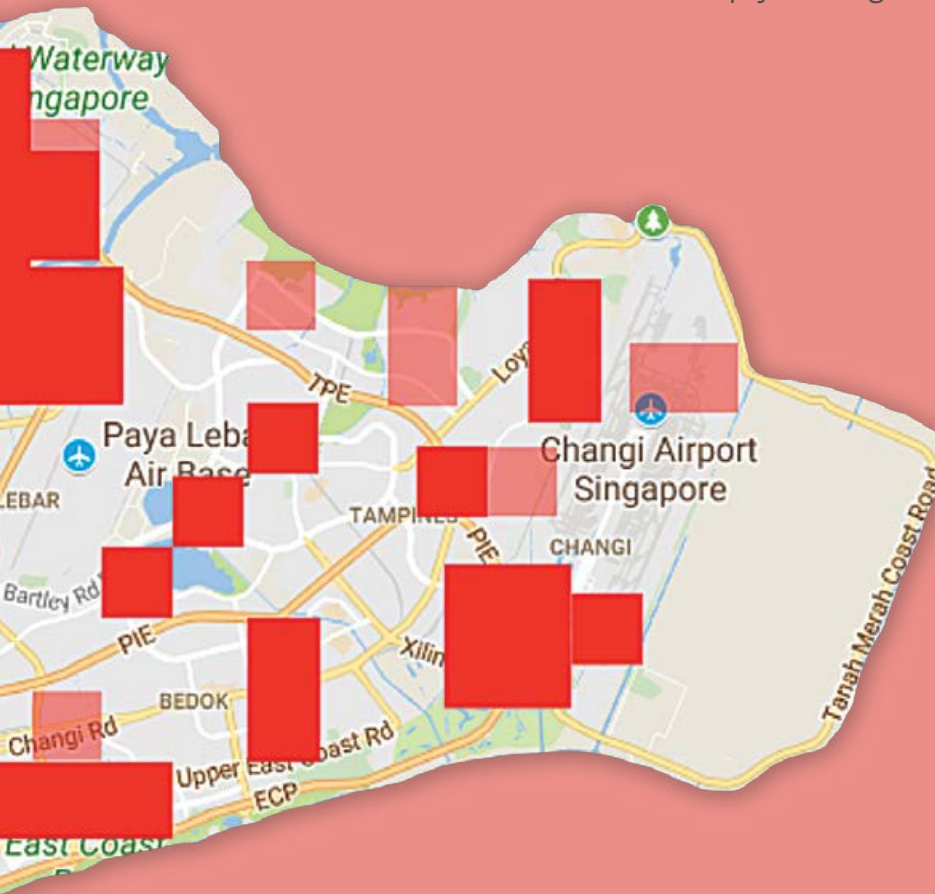
During off-peak periods, it can be hard to know where demand is for cabbies.

But for Cabby Ng Siow Hee, he has the new demand heat map to rely on, aside from instincts he has cultivated as a cabby of nine years.

With the demand heat map, he is able to zero in on locations where there could be demand, and cut down on empty cruising.

He said: “This allows me to save a bit of time and take up booking jobs during off-peak.”

To-date, over 7,500 cabbies have downloaded the latest version of the ComfortDelGro Bidding App, which features the demand heat map.



掌握需求

对德士师傅而言，掌握非繁忙时段的德士需求并非易事。

当了9年德士师傅的黄小辉，如今除了靠自己多年来的经验和心得，还能依赖全新的需求热点地图。

有了需求热点地图，他就能将目标锁定在可能出现德士需求的区域，从而减少空车兜客的情况。

他说：“这样一来，我就能够在非繁忙时段减少一些时间，并争取传召工作。”

到目前为止，已有超过7,500名德士师傅下载附有需求热点地图的康福德高投标应用程序。

Improving Service

What does it mean to provide good service?

Sometimes it is just about taking passengers' preferred routes, making polite conversation and being helpful with their luggage.

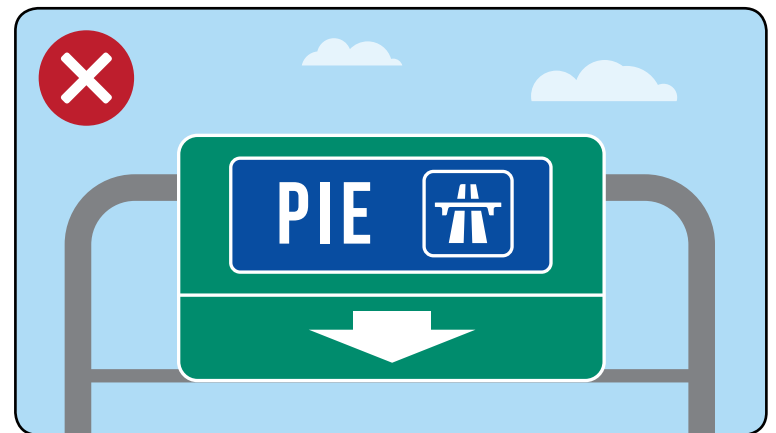
CABBY shares some ways in which cabbies can improve service.

提升服务

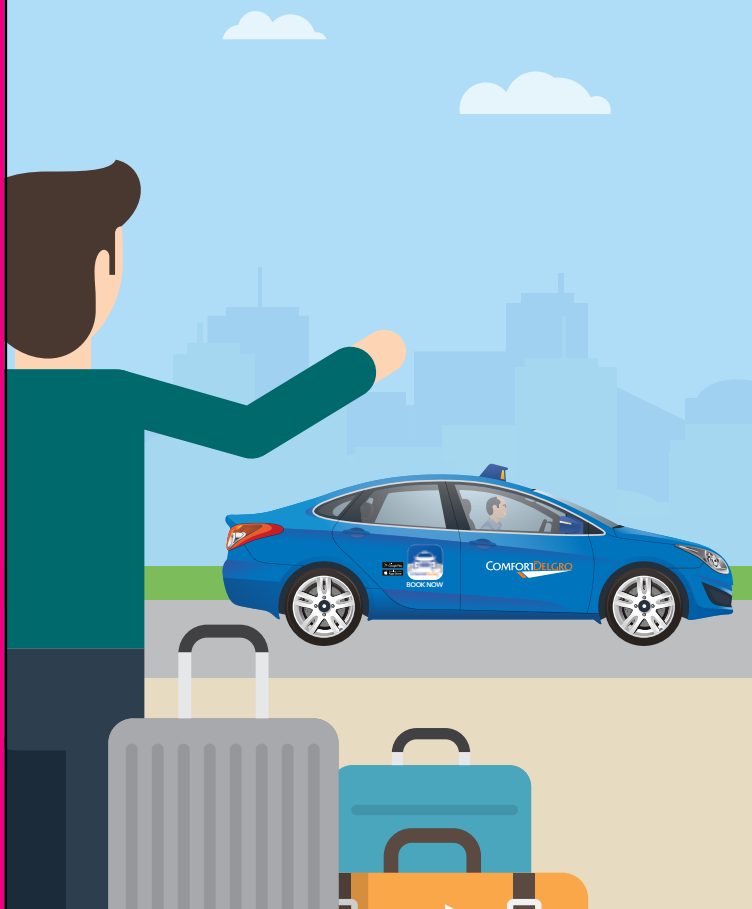
何谓提供优质的服务？

实际上，依据乘客选择的行车路线、与他们亲切交谈，以及帮忙他们拿行李，都是为乘客提供优质服务例子。

CABBY 在此与德士师傅分享一些提升服务的贴士。



When passengers have luggage to be put in the taxi...



当乘客将行李放在德士上时...



Do not leave them to fit the luggage into the boot single-handedly



不要让乘客自己一个人放行李在车厢呢



Do offer to help and place the luggage neatly into the boot



提供帮助并放行李进入车厢呢



Do not play music
too loudly



请将音乐声量调低



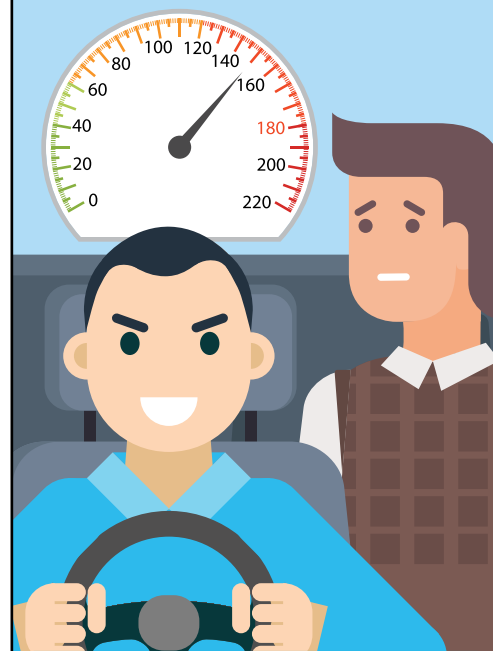
Do not speak loudly
or rudely



讲求礼貌，不要大声说话



Do not drive recklessly



不要鲁莽驾驶

When carrying conversation with passengers, do not:

与乘客交谈时, 切记:

**DO NOT TALK
EXCESSIVELY ABOUT
RACE, RELIGION
AND POLITICS**

不要过度渲染种族、
宗教和政治

**DO NOT USE
VULGARITIES**

不要使用粗言秽语

**DO NOT CRITICISE
THE PASSENGER'S
OCCUPATION OR
APPEARANCE**

不要批评乘客的职业
和外貌





Commended!

Cabby Kok Teck Wee, 41, is no Grand Prix F1 driver, but on 18 September, he had to drive like one!

A female passenger had boarded his taxi at 4.50pm from Tan Tock Seng Hospital and urged him to rush to Changi Airport Terminal 2. With her was a passport and a luggage that her daughter had forgotten, and she was due to check in 50 minutes ago!

Realising time is of the essence, Cabby Kok immediately sought help from his fellow

cabbies for the best routes to take and the departure gate he should alight the passenger at. He then drove as fast as he could to Changi Airport Terminal 2. To the passenger's relief, he reached the Departure Hall in under 20 minutes!

The passenger's son later wrote in to commend Cabby Kok for his initiative and service: "His efforts reassured her in her state of panic that she was in safe hands and in receipt of quality service."

Kudos, Cabby Kok!

德士师傅获表扬!

41 岁的德士师傅郭德伟不是一名 F1 赛车,但在今年 9 月 18 日,他的开车速度丝毫不逊于一名车手。

当天下午 4 时 50 分,一名女乘客在陈笃生医院上了德士,要求他开车赶往樟宜机场第二搭客大厦。原来,她的女儿忘了携带护照和行李,而后者得在 50 分钟后入闸登机。

由于时间紧迫,郭师傅立即向其他德士师傅寻求最快的路线和该到达的离境厅。他随后飞车赶往樟宜机场第二搭客大厦,在短短 20 分钟内就抵达离境厅,让该名女乘客放下了心头大石!

女乘客的儿子随后写信表扬郭师傅的行为和服务:“他的优质服务让心焦如焚的乘客感到宽慰和满意。”

Replicate Me!

It all began 10 years ago.

Cabby Dickson Ng wanted to purchase a replica of the Traffic Police motorcycle, but there wasn't any!

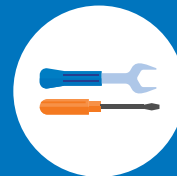
Since he can't buy it, Cabby Ng decided to make one instead!

And so, Masterpiece Collectibles was born.

Today, Masterpiece Collectibles includes other vehicles that are equally unique to Singapore, including Cabby Ng's favourite – a 1:18 ComfortDelGro i-40 taxi replica.

About 200 of these took him about 10 months to produce. They are presently for sale online via <http://masterpiececollectibles.com>.

Said Cabby Ng: "Comfort and CityCab taxis are iconic to Singapore and I wanted to produce what we will not be able to get elsewhere."



打造模型!

一切从 10 年前开始。

德士师傅黄国顺找遍新加坡都找不到交通警察的电单车模型，便决定自己制作模型!

于是，Masterpiece Collectibles 跟着应运而生。

如今，Masterpiece Collectibles 的收藏系列包括其他专属于新加坡的车辆模型，其中包括了黄师傅最爱，以 1:18 比例打造的康福德高 i-40 德士模型。

他前后花了大约 10 个月的时间，生产 200 件模型，通过 <http://masterpiececollectibles.com> 进行网上销售。

黄师傅说：“康福和城市德士都是新加坡独有的标志，我想要打造的正是其他国家所没有的独特品牌。”

Awarded for Safety

Not one accident.

Cabbies Tan Beng Cheong and Mohamed Bin Ghani have been accident-free for the last 21 years!

That is no easy feat considering the hours they drive daily.

For keeping such good records, the Singapore Road Safety Council awarded our cabbies with the 'Safe Driver Award' on 21 October 2017. Two other cabbies Woon Choon Seong and A Noh Bin Abdullah also received the 'Most Improved Driver Award' at the same event.

Congratulations Cabbies! You've done us proud!



From left to right: Cabbies Tan Beng Cheong, Mohamed Bin Ghani, Woon Choon Seong, A Noh Bin Abdullah

从左至右: 德士师傅陈铭钟, Mohamed Bin Ghani, 德士师傅翁春祥和 A Noh Bin Abdullah

安全司机奖

过去 21 年以来, 德士师傅陈铭钟和 Mohamed Bin Ghani 从未发生过任何交通意外, 创下了零意外的骄人纪录!

要在如此长时间的驾驶工作中做到这一点, 并非易事。

为此, 新加坡公路安全理事会在今年 10 月 21 日特为我们的德士师傅颁发“安全司机奖”。此外, 另外两位德士师傅翁春祥和 A Noh Bin Abdullah 也获颁“进步最大司机奖”。

恭喜得奖的德士师傅, 感谢你们为公司争光!



Health is Wealth!

Over 250 cabbies and their family members took part in an energetic workout at the ActiveSG Masters Club launch at Heartbeat@Bedok on 1 October. They also got to play various sports such as mini-tennis, football, table tennis and basketball.

健康就是财富!

今年 10 月 1 日, 超过 250 名德士师傅和他们的家人参加了在勿洛心动大厦的 ActiveSG 壮年俱乐部活动。他们也参与了不同的运动项目, 例如迷你网球、足球、乒乓球和篮球等。



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