

### **Amey's Taxi - Compliments January 2020 – August 10, 2020**

January 3, 2020: Customer called in to say that her driver was the most helpful driver she has ever had. She said he was polite and courteous, the best driver ever.

January 5, 2020: Customer just wanted to let us know, he was thrilled with this driver's customer service. Said he was very helpful, friendly, polite & it was a pleasure to chat with him. He sends a thank-you to the driver!

January 13, 2020: A customer called to check the status on his taxi and after I gave him the info, he asked me to relay a compliment to whoever runs Amey's Facebook page. He said that he enjoys the updates on road closures and different events going on in the city and that it is done as a service to inform the public, instead of trying to prove something like a certain Twitter account. He appreciates knowing exactly what's going on without the showboating.

January 17, 2020: Customer wanted to say thanks for great service. Said her driver was such a polite & friendly young man. She said he was truly a gentleman & she loves Amey's taxi.

January 17, 2020: Customer called for a boost. Said driver was wonderful. He got car started & as he was driving away, it quit again. He came right back & boosted it again. Then stayed until he was sure it would continue to run. Was very polite & courteous, customer was thrilled with the service.

January 29, 2020: Driver was very professional, polite great attitude. The customer enjoyed the service from start to finish.

February 1, 2020: Customer wanted to thank her driver for excellent service. He loaded & unloaded her groceries & parcels, as she's had many drivers that won't help load or unload. She said he was pleasant, friendly, & very accommodating. He was well kept, & a pleasure to deal with. She said it would nice if more drivers were that helpful.

February 9, 2020: Customer called in to say that she wanted to give a compliment to the driver they had this morning. He was very respectful with great service and reasonable fare. She said that they take a lot of taxis and this young man was terrific. He should be commended for his great service.

February 11, 2020: The customer said the ride was the best cab ride she has ever taken & that the driver was very kind & polite.

February 21, 2020: Customer called and wanted to make sure that the owner was aware of how nice this driver was. She said he was also a very safe driver and very courteous, said he was one of her favorite drivers now, and she takes us 2-3 times a week.

February 23, 2020: Customer called in to say that he had a great conversation with the driver he had. He said he was very personable and positive and enjoyed the trip downtown.

March 1, 2020: The lady called to thank this driver for such a good ride. She said he was very helpful and she enjoyed his company.

March 10, 2020: Very nice guy.

March 12, 2020: Really nice to talk to, he is a great guy.

March 13, 2020: Lovely trip.

March 15, 2020: Roy called to say that the driver he had was absolutely wonderful. Very helpful and friendly. He helped his wife get in and out of the vehicle and helped with the groceries. He said that he uses our services all the time and it was nice having a great driver.

March 22, 2020: Amazing driver, very nice and polite! 150% satisfied!!!!

March 23, 2020: Very polite gentleman that took his job very seriously even offered me a wipe when he saw me touched the handle of the car. He had showed genuine concern not just for himself but for other. Had a great time, he also took the time to assist me, was very happy with the service provided from Amey's taxi.

March 24, 2020: Very polite, generous man and fantastic driver

March 28, 2020: Very well kept, clean.

April 8, 2020: Customer called in to thank all drivers for the bravery of driving during these uncertain times! Also said thank you Amey's Taxi for your continued great service!

April 8, 2020: Fantastic and helpful

April 9, 2020: Very happy with driver, he kept a conversation going that was actually interesting.

April 14, 2020: Customer wanted to compliment the driver on being an "amazing" driver. Customer stated the driver explained his cleaning and sanitizing process for the taxi, and the customer was very impressed.

April 23, 2020: Customer wanted to let us know how great her experience was today. She said that she wanted to go to the drive thru at Tim Hortons and the driver was very patient, she also said that she had a great conversation.

April 24, 2020: Customer called in to commend the day driver of car 48. He said the driver took time out of his day to help save the lives of his family. He said he and his family were stuck on the second story ledge, during a fire on Montreal Street. He said that the driver showed up and helped everyone get down to safety. He wanted to say thank you from the bottom of his heart! 😊

May 10, 2020: Very friendly and extremely safe driver!

May 11, 2020: This guy was awesome, it's rare to get a driver so nice and willing to help. Please relay that to him and get more like him!

May 14, 2020: Driver had an unruly/hard to handle customer and alerted security to the problem so they could handle it.

May 14, 2020: Customer called to say that he forgot his wallet in the car which had lots of money in it, he said the driver brought his wallet back to him without charging anything. He also said that during his ride the driver was very pleasant and that she should be recognized.

May 20, 2020: Customer was picked up at 331 Meadowcrest to KGH and return. They said driver was very polite, helpful and a good driver overall.

May 31, 2020: Great guy, helped get his phone back.

June 2, 2020: Returned phone, without charging for delivery.

June 6, 2020: Good guy, polite and knowledgeable.

June 7, 2020: Our regular customer that works at Surf's Up and goes to Park St called to tell me that she had a really good ride from one of our newest drivers. She said he was very kind and she felt comfortable with his driving. She wanted us to know that he's 'a keeper'.

June 7, 2020: The customer called to praise the driver he had from Curtis Crescent to FreshCo earlier today. He said the driver was very helpful and courteous and knew his way around the city very well. He asked me to pass this compliment on to management.

June 10, 2020: Customer called to say that her driver was wonderful. Customer wasn't feeling well, the heat & humidity had gotten to her, she really wasn't feeling well. Said the driver not only helped her in and out of the car, she also carried her groceries...but made sure that she got to her door, as she was feeling woozy the driver physically held her to make sure she was okay. Said the driver went way above and beyond the call of duty, customer wanted to say thank you so much for your kindness and compassion.

June 15, 2020: I think 5347 Basil should get some recognition for his efforts throughout the pandemic situation. He has been the most reliable of all the access van drivers working through this period. He will move anywhere, anytime to get a call whether it's an access call or not and never once has he complained. I hear from some of the clients he picks up that he's their favorite because he's so helpful and considerate with them. A few weeks ago, I had many moving jobs on my shift and only had him and 128 on the road as 'vans'. He did nearly all of the moving calls and I never heard a peep from him and I know he had to be tired afterwards. I just think he deserves some notice for the quality of care he provides for his customers.

June 16, 2020: Regular customer called in to say that his ride was very pleasant. Driver was friendly and helpful. An asset to our company.

June 17, 2020: Patty called saying that she wanted to let us know that the driver she had today was super nice, very helpful, pleasant, she said it was one of her best rides.

June 18, 2020: This was the cleanest cab customer has ever been in.

June 19, 2020: One of the kindest men I've met.

June 21, 2020: The customer wanted to relay that he was very happy with the service he received today from her driver. The customer left his phone in the taxi and before he even noticed it was missing, he said the driver knocked at his door and returned it to him. He said to keep up the good work.

June 21, 2020: A regular customer called to tell us she really enjoyed the driver that was sent to her and she wanted to give him a shout out.

June 26, 2020: Was a great ride, very funny and polite driver.

June 28, 2020: Excellent driver, very honest and respectful.

June 30, 2020: Excellent driver, polite.

July 3, 2020: Very pleasant ride.

July 4, 2020: Excellent driver, very helpful.

July 10, 2020: A nice friendly cab driver.

July 18, 2020: Knowledgeable and polite customer wanted to say thank you.

July 22, 2020: Knowledgeable, polite and Awesome driver.

July 26, 2020: We had a call for a girl who was very drunk, and had a man following her car 05 arrived to drive her home she was so drunk she wouldn't get in the car I contacted KPD as I was worried about her safety she kept laying down on people's front lawns! car 05 followed her until a police officer was available! He did a GREAT JOB keeping me informed as to where the girl was, she kept walking around the Kingscourt area! Bravo to Car 05.

August 1, 2020: Customer was picked up by Car 140 and had to take his dog to emergency vet clinic late in the night! He said car 140 was the most polite and caring driver, he stayed with the customer till the end of his shift because he knew there weren't a lot of animal friendly cars out at that hour, the customers dog needed to stay longer but he was very impressed with the drivers willingness to help!!  
Bravo car 140 Good job!!

August 1, 2020: The customer who had to take his dog to the vet late in the night got picked up by Car 118 to go home, he said once again a great driver and very helpful. He helped him get his 100lb dog into the taxi and was very concerned about the dog. The gentleman works in customer service and was very impressed with both drivers.

August 3, 2020: A new driver came to the door because he found another drivers wallet in the car. The wallet had nearly \$700 in it so I wanted him to be noticed for being so honest about it. When I thanked him, he only said 'It's not mine' and walked away. I then looked up the drivers' phone number as his badge was in the wallet and called him. He came right away and got the wallet and asked for the drivers' name as he wanted to thank him personally.