

Taxi Driver interview questions

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What to expect

Taxi driver interviews focus less on formal qualifications and more on driving history, reliability under pressure and how you handle passengers and cash safely. Expect the panel (often an operator, depot manager or fleet owner) to probe your compliance awareness alongside practical customer scenarios.

- **Behavioural:** Questions about past incidents with passengers, fares or difficult situations, looking for evidence of good judgement and customer handling.
- **Scenario/judgement:** Hypothetical situations involving safety risks, disputes over fares or navigation problems, testing how you'd respond in the moment.
- **Process:** Walk-throughs of routine tasks like fare handling, vehicle checks or shift start/end procedures.
- **Safety and compliance:** Questions about accreditation, incident reporting and how you manage fatigue or risky driving conditions.

Interviews are usually short and conversational, often 20 to 30 minutes, held at the depot or over the phone. Expect a check of your licence and accreditation status early on, followed by scenario and behavioural questions, and a chance for you to ask about shift patterns, vehicle allocation and payment arrangements.

1. Walk me through how you handle fare collection and end-of-shift reconciliation.

Why they ask

The employer wants to confirm you can manage cash and card payments accurately without supervision.

How to structure your answer

Describe the process step by step in the order you'd actually perform it, from starting the meter to closing out the shift.

Example answer

"I start the meter as soon as the passenger is on board and confirm the destination so there's no confusion about the fare. For payment, I offer EFTPOS first since most passengers prefer it, and I always give a printed or verbal receipt if asked. At the end of the shift, I record total trips, cash taken and card transactions against the meter reading so the figures reconcile, and I flag any discrepancy straight away rather than leaving it until the next shift."

2. Tell me about a time you had a difficult passenger or dispute over a fare.

Why they ask

Tests your customer service and conflict-handling skills under real pressure, which comes up regularly in this role.

How to structure your answer

Use STAR: situation, task, action, result.

Example answer

"A passenger disputed the fare after a long detour caused by roadworks I hadn't anticipated. I explained calmly that the meter reflected the actual route taken and showed them the GPS trace to back it up. I offered to note the roadworks delay on the receipt so it was clear it wasn't overcharging. The passenger accepted the explanation and paid the fare, and I made sure to check for road closures more carefully before starting similar routes afterward."

3. What would you do if you noticed a mechanical issue with the vehicle partway through a shift?

Why they ask

Checks your safety awareness and whether you'd prioritise passenger safety over finishing a shift or trip.

How to structure your answer

Judgement-under-pressure: state the immediate safety call, then the practical follow-up steps.

Example answer

"If I noticed something like a warning light, unusual noise or handling issue, I'd assess whether it's safe to complete the current trip. If there's any doubt about safety, I'd pull over safely, explain to the passenger and arrange alternative transport for them if needed. I'd then contact the depot or fleet manager to report the fault and get instructions on whether to bring the vehicle in or arrange a swap, rather than continuing to drive it."

4. How do you plan routes in an area you're less familiar with?

Why they ask

Local knowledge and efficient route planning directly affect fare fairness and passenger satisfaction.

How to structure your answer

Process walk-through of the decision-making, from initial information gathering to in-trip adjustment.

Example answer

"I'd confirm the destination and any passenger preferences first, like avoiding tolls or wanting the fastest route. Then I'd use GPS navigation as my primary tool, cross-checking against my own local knowledge for known trouble spots like school zones or event traffic. If the GPS suggests something that doesn't match what I know about current road conditions, I'll mention it to the passenger and explain any adjustment before taking it."

5. How do you manage fatigue on long or late shifts?

Why they ask

Fatigue management is a genuine safety concern in a role with unsociable hours and long shifts.

How to structure your answer

Direct explanation of personal strategies, with a specific example if relevant.

Example answer

"I keep to a consistent sleep pattern where possible and avoid taking back-to-back long shifts without a proper break. During a shift, I take short breaks between trips when I notice concentration slipping, and I'll pull over rather than push through if I feel tired. I've also learned to read my own early warning signs, like drifting attention or slower reaction to traffic, and treat those as a signal to stop, not push on."

6. What licence and accreditation do you currently hold, and is it up to date?

Why they ask

Confirms you meet the legal requirements to drive a taxi in that state or territory before any further discussion.

How to structure your answer

Direct factual answer, stating current status and any renewal dates you're aware of.

Example answer

"I hold a current driver's licence and my driver accreditation is up to date, including the police check and driving history component required by the regulator. I keep track of renewal dates well ahead of time so there's no lapse in my ability to work."