



*Keeping our city on the move...*



**Telephone: 01915110111**

**E-Mail [info@citytaxis-sunderland.co.uk](mailto:info@citytaxis-sunderland.co.uk)**

# Introduction

*City Taxis (Sunderland) Ltd*

*are without doubt the largest*

*Private Hire Company in Sunderland*

*with a comprehensive fleet of vehicles*

*at our disposal..*



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# About City Taxis



**We pride ourselves on the reputation we have gained as the most Reliable Private Hire Company in Sunderland.**

City Taxis' Administrations. Booking and Despatch Offices are based in Thorney Close, Sunderland and our working areas are primarily throughout Wearside and surrounding counties with no restriction on distance.

City Taxis Sunderland were originally established in February 2006 through the merger of two of the largest and well established Private Hire Taxi Companies in the South of Sunderland, 'Doxford Park' and 'Thorney K & I' Private Hire.

The merger brought together two immediate neighbouring areas and created the Largest Private Hire Taxi

Company in Sunderland.

Due to significant increase in our Customer Account business, City Taxis (Sunderland) Ltd was formed in December 2006.

We now have the resources with management, Vehicles, Staff, IT and Finances to service, maintain and grow either organically or through acquisition.

We operate to very high standards and with definite policies; this has been reflected in our very rapid growth.

Customers use City Taxis (Sunderland) Ltd because of our very high standards.

We are reliable and trustworthy, committed to service, friendly, helpful, polite and have the Infrastructure in place to enable us to accommodate all transport requirements.

The attitude of all our drivers is a reflection of the company. An enthusiastic approach determines our image and professionalism.



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# When You Call Us



**We operate a Computerised and Automated Booking and Dispatch System that allocates all bookings received automatically to the nearest vehicle, electronically sending this information and data direct to the vehicle Data head Terminal**

Our system incorporates 'Caller Line Identification'. This automatically displays on screen the callers number to our operator, prior to the call being answered. The system also recognises if the caller has used our company be-



fore and provides our operators with comprehensive details of the previous booking received. This information can be accepted, edited and saved, increasing efficiency, accuracy and also reducing their incidence of errors.

Our System also incorporates a 'Ring Back Service'. The System will automatically dial the number from which initial booking was received twice, once the vehicle has arrived at



its collection point. This notifies the customer that their vehicle has arrived eliminating any distress that may be caused due to delays and also more importantly, our customers are able to remain in a safe comfortable environment until their vehicle has arrived.

With so much emphasis currently being placed on companies to reduce costs, provide ever-improving service and achieve greater efficiency, now is the time to look to a Dependable Partner that can operate at the highest standard.

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# Telephone Points



For your convenience and peace of mind, we have installed Freephone points in various locations around Sunderland

At designated locations simply press the Taxi button at the information point

and one of our Operators will answer your call promptly. We will dispatch a taxi to where you are as soon as possible.

Please let the Operator know should you require any special assistance.

**Look out for the City Taxis Freephones located at the following information points around the city**



**Morrisons - Doxford Park**



**Poundstretcher - Pallion**



**Sunderland Royal Hospital Chester Wing Main Entrance & A&E Eye Infirmary Cherry Knowle**



**Grangetown**

**Lidl - Grangetown Durham Road, Prospect.**



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# Business Accounts

**City Taxis (Sunderland) Ltd are, and have long been reconised as one such Company to whom several High Profile Clients have entrusted their valued business with.**

We at City Taxis would like the opportunity to demonstrate to your company why we are the Preferred Supplier to many High Profile



NHS Trust-City Hospitals, Gentoo and Nike to name a few.

We are so confident in the service we provide, our service performance and that customers return once they have used us, we are currently offering a 50% discount on the price of your first booking received.



Clients in and around the region such as the



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# Contact Us

**24 Hour Booking Line**

**0191 511 0111**

City Taxis (Sunderland) Ltd

The Taxi Office  
Thorndale road  
Sunderland  
SR3 5JW



Email - [info@citytaxis-sunderland.co.uk](mailto:info@citytaxis-sunderland.co.uk)

***Don't forget if you have access to the internet  
simply use our NEW e-book System***



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