
**The Research Title:** The Bus Driver Performance (Application to Four Star Cairo Hotels)

**Abstract:**

This study examines, through a specially designed questionnaire and interviews with four-star Cairo hotels shuttle bus drivers up to date performance, set against expected prevalent international standards. Results indicate that Egyptian shuttle bus drivers are, on the whole, incompetent professionally and way below the appropriate standard socially and in personal appearance and demeanor. Four-star Cairo hotels need to renovate their training techniques aimed at updating and upgrading hotel shuttle bus drivers performance on the bases of three parameters:

1. Upgrading drivers personal skills
2. Enhancing communication with tourists
3. Handling the bus itself