



SHOPPERS' FAVOURITE FRONTLINE STAFF AWARD

Xinglong Zhou (Loda)
P-Serv Pte Ltd

Through our Instant Feedback System scores, Xinglong Zhou (Loda) was selected by our shoppers as the Shoppers' Favourite Frontline Staff for Quarter 1 of 2022, with an impressive mean score of 4.99. Congratulations, Loda!



OUTSTANDING TEAM AWARD

From Left to Right

• Mohammed Zubair • Abirammi Porzelian • Ong Meng Kok, Ricco
P-Serv Pte Ltd

On 12 April 2022, a passenger arrived from Kuala Lumpur and had a connecting flight to Amsterdam before her intended destination, Istanbul. The passenger shared with Changi Service Ambassador Ricco that she was offloaded from her flight due to documentation issues. She required a transit visa for her to reach Istanbul via Amsterdam. Ricco and Changi Experience Ambassador Zubair stepped in to assist the passenger to look for alternatives. Changi Experience Executive Abi also came by to comfort the passenger. She offered her water and assured the passenger that she would liaise with her travel agent. After exploring several options, the team realised that a possible option was to take another airline directly to Istanbul. Zubair contacted the airline's call centre and secured a booking which required payment within three hours. As the passenger did not have sufficient funds, Zubair help liaised with her father and managed to complete the transfer of funds to the call centre to confirm the booking. Ricco then assisted the passenger with the necessary check-in procedures. The passenger and her father thanked them for the assistance rendered. He shared with Zubair that her mother was overjoyed to finally see her after two years! Well done, team!

Nominated by:
Yang Yunbo
P-Serv Pte Ltd

