



SHOPPERS' FAVOURITE FRONTLINE STAFF AWARD

Ai Junzhu (Judy)
P-Serv Pte Ltd

Through our Instant Feedback System scores, Ai Junzhu (Judy) was selected by our shoppers as the Shoppers' Favourite Frontline Staff for Quarter 2 of 2022, with an impressive mean score of 4.99. Amazing work, Judy!



OUTSTANDING TEAM AWARD

From Left to Right

• Leena Belani • Faiz Halim • Yao Fan (Calvin) • Rukmani D/O Nadarajan (Rita)
P-Serv Pte Ltd

On 7 May 2022, an emotionally distressed passenger approached Changi Experience Executive Rita for assistance. Through their conversation in Tamil, she learnt that passenger's 8-year-old son was critically ill in India. He had resigned from his company in order to go home to see his son and spent his savings on the flight ticket to India. Unfortunately, he had missed his flight. He was emotionally distraught as he did not have sufficient funds to purchase a new ticket. Changi Experience Ambassador Leena who was present as well, sought the assistance of Changi Experience Supervisor Calvin. He quickly checked on available flights with affordable airfares, but they were fully booked. Rita and Leena empathised with his predicament and decided to pay for his flight to India via another airline. Upon knowing this, the passenger was so touched that he started sobbing. He even got down on his knees and thanked them repeatedly. During the night shift, Acting Changi Experience Supervisor Faiz checked on the passenger to ensure he had enough money for his meals. He also accompanied passenger to the boarding gate and ensured that he boarded his flight smoothly. Passenger said that he would never forget the assistance rendered and that the staff members were a godsend to him! Well done, team!

Nominated by:
Yang Yunbo
P-Serv Pte Ltd

