



OUTSTANDING TEAM AWARD

From Left to Right

• Ramisa Tabassum • Mohammed Zubair | P-Serv Pte Ltd



On 8 March 2022, a transfer passenger arrived with a connecting flight to Melbourne. As he purchased his tickets separately, he had to clear immigration and check in at departure hall for his connecting flight. However, he was unable to clear immigration without the necessary documents and could not proceed with his flight. Understanding the passenger's situation, Changi Experience Ambassador Ramisa and Changi Experience Ambassador Zubair stepped in to assist the passenger. Upon checking, the airline informed Zubair that the passenger would need to return to New Delhi if he was unable to go to Melbourne, and the next available flight would be three days later. However, the passenger shared that he was going to Melbourne for a medical appointment. He was unable to wait in transit for three nights as he is diabetic and did not have sufficient medication with him. While explaining his predicament, he became visibly distressed. Both Ramisa and Zubair calmed him down and offered him a bottle of water while Zubair continued to find alternatives to assist him. Not giving up, they continued to search for flights that could accept the passenger. Eventually, they found an airline that was willing to accommodate the passenger. After the passenger successfully purchased his ticket, Zubair and Ramisa assisted him to the Transfer Counter to obtain his boarding pass. Despite the hurdles, Zubair and Ramisa did not give up and assisted the passenger to board his flight safely. The passenger was so touched that he broke down in tears and thanked them profusely. Great teamwork!

Nominated by:
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