



OUTSTANDING STAFF AWARD

Leena Belani
P-Serv Pte Ltd

On 6 March 2022, a male guest approached Changi Experience Ambassador Leena at Terminal 3 Arrival Hall. He shared that his elderly mother-in-law was missing a luggage. As she is wheelchair-bound, she was resting in the car while her son-in-law tried to locate her luggage. Leena got on a call with the passenger who explained that she was unaware of the missing luggage as it was supposed to be collected by the wheelchair assistant staff. As the elderly passenger was exhausted from travelling, she sought Leena's assistance to retrieve her missing luggage. Empathising with the elderly passenger, Leena liaised with the Lost and Found counter on her behalf. Leena appealed to them to hand it over to the son-in-law instead as the elderly passenger was wheelchair bound and exhausted from travelling. Eventually, the staff updated that they had located the luggage and arranged for the son-in-law to pick it up. Leena accompanied the son-in-law to the meeting point where the staff escorted him to collect the luggage. After 25 minutes, he returned to the Information Counter and expressed his gratitude towards Leena. Leena believes that "If you love your job, go the extra mile for the ones in need especially those with a disability because every passenger in Changi Airport matters". Well done, Leena!

Nominated by:
Yang Yunbo
P-Serv Pte Ltd



OUTSTANDING TEAM AWARD

From Left to Right

• Tan Hua Yong James • Wong Chanel | Changi Airport Group (Singapore) Pte Ltd
• Bian Huiyang (Ivan) | P-Serv Pte Ltd

On 1 March 2022, Duty Terminal Manager Chanel responded to a medical incident the T3 Transit Hotel involving a transit elderly passenger who had dislocated her hip. Her husband was visibly distressed. Passenger was hospital for further treatment. The next day, the husband returned to the airport and requested for assistance to retrieve their belongings. He got in touch with Chanel and shared that he was worried as he had no means to pay for the large amount of medical bills. Empathising with his plight, Chanel shared the contact of the Australian High Commission in Singapore so that he could try to reach them for assistance. As he did not have a local number, Chanel also purchased a SIM-card for him out of goodwill. The number was shared with the airline so that they could contact passenger's husband easily regarding the rebooking of flights. Changi Experience Ambassador Ivan assisted him to look for suitable accommodations to serve his Stay-Home Notice while waiting for passenger's discharge. After calling many hotels, he eventually found a hotel which was within budget and located near to the airport. Meanwhile, Duty Terminal Manager James also assisted to seek the necessary clearance to retrieve passengers' luggage. An airline staff also made the necessary arrangements to send passenger's husband to the SHN facility. The elderly passenger was discharged on 3 March 2022 and the couple departed for Adelaide on 6 March 2022. They expressed their appreciation for the assistance and kindness rendered to them in times of need. Amazing team work!

Nominated by:
Mohammed Jailani
Changi Airport Group (Singapore) Pte Ltd

