



# OUTSTANDING STAFF AWARD

Chan Meng Hiong  
Mothercare Singapore Pte Ltd



On 21 March 2022, a passenger pre-ordered a Stokke Tripp Trapp Tray. As stocks were limited and not available at the Jewel Outlet, Senior Sales Advisor Meng Hiong explained that the product could be transferred to Jewel for collection in a few days' time. Meng Hiong also mentioned that the passenger should receive an SMS notification or call when the product arrived in Jewel. Unfortunately, the passenger did not receive any updates. As she needed the item urgently, she decided to visit the store to try her luck. To her delight, Meng Hiong immediately recognised her and had already packed her product for her. The passenger learnt from Meng Hiong that the transfer would typically take a few days and had specially arranged to personally collect the item from another outlet as she knew that the passenger needed the item urgently. The passenger was so grateful that she wrote in to compliment Meng Hiong for her attentiveness and willingness to go the extra mile! Well done, Meng Hiong!

Nominated by:  
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