



## OUTSTANDING STAFF AWARD

Fatin Nur Zianna  
Lotte Travel Retail Singapore Pte Ltd



On 14 June 2022, a 68-year-old passenger missed her connecting flight to Cebu, Philippines. The passenger was advised to rebook her flight but she did not know how to go about with the process. She was feeling helpless and distressed until she met Retail Associate Fatin on 15 June 2022 at about 12:50 AM. Although Fatin's duty would be ending in 10 minutes and there was a company bus waiting for her, she assured the passenger that she would stay on to assist her. Fatin assisted to book a new flight ticket using her own credit card as the passenger's card was declined. While waiting for the flight, Fatin also treated the passenger to a hearty meal as she had not eaten anything the whole day. She reassured the passenger that all the necessary procedures were completed and that she would be able to board her flight safely. Worried that the passenger would miss her flight again, Fatin sought the assistance of an airline staff to take care of the passenger until she boarded her flight safely. The passenger was very touched, that she wrote in to express her gratitude and referred to Fatin as her guardian angel. Amazing work, Fatin!

Nominated by:  
Poh Siew Yin, Samantha  
Lotte Travel Retail Singapore Pte Ltd



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Zhou Hui  
Lotte Travel Retail Singapore Pte Ltd

On 5 April 2022, Brand Ambassador Zhou Hui spotted a passenger who was travelling alone with her three-year-old son. The passenger was visibly helpless as she had to manage her child and three luggages while making her purchase. As a mother herself, Zhou Hui empathised with the passenger who was travelling alone with a young child. Zhou Hui immediately assisted the passenger in locating the item she wanted and helped to look after her son as she made payment. Zhou Hui also took the initiative to bring a stroller from the Information Counter. She kept the child entertained with videos on her phone and even brought him a small toy to play with. As the passenger looked tired, Zhou Hui also bought water and snacks for her. Zhou Hui then accompanied the passenger to boarding gate, saving her time in locating the gate. The passenger was so impressed and touched by Zhou Hui's kind gesture. In her own words, Zhou Hui was the "best part" of her experience in Singapore. Good job, Zhou Hui!

Nominated by:  
Poh Siew Yin, Samantha  
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