

**Mr Sam bin Ali**  
**Bus Captain, Boon Lay Interchange**  
**SBS Transit Ltd**

A special needs child could have ended up at the wrong place if not for SBS Transit Bus Captain (BC) Sam bin Ali.

The child dressed in his school uniform had boarded BC Sam's bus that morning on 13 September 2017. Driving Service 502A, which is an express route from Boon Lay to Marina Bay, BC Sam noticed the boy who stood out from the rest of his regular passengers who were heading to work.

He had a hunch that the boy might have taken the wrong bus but may not have realised it. Yet, he was also worried that his hunch might be wrong which could be embarrassing for him and create unnecessary anxiety for the boy. Instead of letting him sit through the entire journey to Marina Bay where he could get lost, BC Sam decided that he had to act.

He stopped the bus at the bus stop before moving on to the expressway and took the initiative to check if the boy was on his way to school. After confirming that he was, BC Sam immediately guided him to alight and patiently gave him directions on which bus service to take so that he could get to school safely and on time.

The only regret that BC Sam had was that he could not wait with the student until his bus came as a bus load of passengers was waiting for him. BC Sam's kind actions certainly averted distress and anxiety for the special needs student who could otherwise have gotten lost. And it also saved his parents and teachers the worries and anxieties had the inadvertent happened.

One passenger, who observed the entire incident, found it heart-warming and wrote in to praise BC Sam for going the extra mile for the student.

Sometimes, all it takes is a little effort and attention to help those around us, and BC Sam did just that! Well done!

**Mr Mohamed Bin Osman**  
**Customer Service Officer**  
**Downtown Line**  
**SBS Transit DTL Pte Ltd**

Call him a human walking alarm clock if you will.

SBS Transit's Customer Service Officer (CSO), Mr Mohamed Bin Osman, who works on the trains on the Downtown Line, has come to recognise some of his regular commuters so well that he even remembers their travel routines and where they alight, be it for work or school.

Understanding just how troublesome it can be when one misses his or her planned stop, CSO Mohamed makes special effort to remember where some of these regular commuters are seated so that he can personally alert them if they have dozed off. And if they are still sound asleep as their stations approach, he gently wakes them up. For male commuters, he taps them on their shoulders while for the ladies, he gently knocks on the glass panel next to them to wake them up as he greets them with a warm smile.

Every day, he goes about his work with pride and a huge dose of kindness. Besides serving as the walking alarm clock, he also looks out for commuters who need assistance such as the elderly by finding seats for them as well as those in need of one.

This same thoughtfulness is also reflected in how CSO Mohamed values his colleagues. Whenever additional manpower is needed, he is always among the first to volunteer so that his fellow colleagues are not over-stretched at work. Putting the needs of others above his own, he does not hesitate to sacrifice his own time to help the team out. For him, it is all about the team and getting the team to the finish line together in victory.

**Mr Lee Hong Khia**  
**Station Manager, Punggol Station**  
**North East Line**  
**SBS Transit Ltd**

Station Manager, Mr Lee Hong Khia, may face thousands of commuters passing through the station every day, but that has not hampered him from instantly recognising when a commuter is in distress and when to offer help.

On 24 February 2018, Hong Khia noticed a lady commuter, Madam Low walking anxiously around the station. He approached her and Madam Low told him that she was looking for her 13-year-old daughter who has Down Syndrome. She had lost her in the crowd just moments ago

Hong Khia immediately combed through and around the station to conduct a thorough search for the girl. He walked briskly and at times, ran like he was looking for his own child. He also made an announcement on the Public Address system to appeal for help to anyone who could have spotted the girl.

When his search turned up futile, Hong Khia suggested to Madam Low to file a Police report and also urged her to return home in case her daughter had found her own way home while he volunteered to keep a lookout for her.

Thankfully while on her way home, Madam Low received good news from her son that her daughter was brought home safely by some kind commuters. What surprised her even more was the fact that Hong Khia took the initiative to call and follow up with her on the situation! A grateful Madam Low wrote in to compliment Hong Khia for responding like a fellow parent who understood her anxieties.

On another seemingly routine day, Hong Khia received a request from his colleague at Sengkang MRT Station. A mother, Ms Prashant, had sought assistance to locate her missing son who was supposed to meet her at Sengkang MRT Station. He had missed the stop and alighted at Punggol Station instead.

Recognising that Ms Prashant's young son would be in distress, Hong Khia reassured her and quickly searched for the child based on the description that she had provided. Fortunately, Hong Khia and his colleague managed to find the boy who was almost in tears by then. They stayed with him and kept him entertained until a very relieved Ms Prashant arrived to pick him up.

It is all in a day's work for Hong Khia, but to him, the true meaning of his job lies in helping commuters in need.

**Mr Hooi Chee Keong**  
**Senior Bus Captain, Bedok Interchange**  
**SBS Transit Ltd**

Senior Bus Captain (BC) Hooi Chee Keong never turns a blind eye to anyone in need, even if it means going out of his way to lend a hand.

On 17 August 2017, BC Hooi was driving along his usual route on Service 196 when he witnessed an incident – an elderly woman had fallen on the road. She was midway through a zebra crossing with her trolley of groceries when her knees buckled and gave way. She struggled to get up but to no avail. There was also no one nearby to help her.

Concerned for her safety, BC Hooi immediately stopped and parked the bus safely at the side of the road before alighting to help her up. He took extra care to help her up gently and walked her slowly to the other side of the road. As they walked, he assured her with comforting words and supported her each step of the way. The elderly woman thanked him in Hokkien saying she wasn't sure how she could have made it across without his help.

He also made it a point to ask if she needed medical help, which she declined. He then checked again to ensure she was all right before rushing back to his bus to continue on his journey.

Said BC Hooi: "I saw the elderly lady fall in the middle of the road, and I was worried for her safety. She was in a really dangerous situation as vehicles may not notice her. My first thought was to get down and help her."

A passenger, who was initially upset with the bus delay, realised what had happened and wrote in to compliment BC Hooi for his extraordinary deed. From being unhappy at first, the deed subsequently uplifted his spirit. Indeed, kindness makes ordinary people do extraordinary deeds and spreads ripples of blessings around.

**Mr Deng Ziliang**  
**Service Controller**  
**Seletar Depot Operations Control Centre**  
**SBS Transit Ltd**

Circumstances do not make a man, they reveal him. In the case of Ziliang, he shows grit and kindness in the face of challenges.

On the afternoon of 7 October 2017, train services at the Bishan MRT station on the North-South Line (NSL) came to a standstill due to a flood in the tunnel. Large numbers of affected commuters gathered at the bus stop outside the station as they sought to get to their destinations on buses. The request for SBS Transit to operate bridging bus services came in.

It was supposed to be Ziliang's day off but he quickly volunteered to assist without any second thoughts. As the SBS Transit Bus Captains (BC) were not trained to drive the bus routes that ran parallel to the SMRT NSL, Ziliang quickly familiarised himself with the routes. In fact, he also boarded a bus at the Bishan MRT bus stop and directed the way, not just for the Bus Captain (BC) on his bus but also for the other BCs in the buses behind his. It became a convoy of buses bringing commuters to the various MRT stops along the way.

Throughout, Ziliang worked with one goal in mind – to help the commuters. To do this, he worked closely with the SMRT ground staff to facilitate the boarding of the bridging buses and helped answer commuters' queries and pacify frustrated commuters.

He worked tirelessly on the ground for six straight hours, from evening till after midnight, to help commuters get to their destinations. He understood their frustrations and did all he could to help them. This was despite the fact that this was not in his job scope and neither was he rostered to work that day.

On regular days after his shift ends, Ziliang would hop onto buses driven by new BCs to bolster their confidence and provide helpful tips and guidance to further familiarise them with the routes that they are driving. Indeed, Ziliang is Captain Amazing – a name that he lives up to every day. And with grit and kindness engraved on his heart.

**Ms Ang Siew Tee**  
**Senior Executive, Customer Relations**  
**SMRT Corporation Ltd**

A teacher from The Grange Institution (an international primary school) was asking for 10 used bus tyres as the school wanted to recycle the tyres by converting them into garden beds.

Siew Tee approached SMRT Buses for help, and they agreed to provide the tyres. However, four days after informing them of the good news, the teacher still did not respond about the collection of tyres. Siew Tee decided to give him a call. She found out that the school had difficulty arranging a vehicle big enough to transport the 10 tyres. The teacher was planning to roll the tyres one by one to the school which was located not too far from the depot. When Siew Tee heard this, she consulted Buses to ask whether they could help to deliver the tyres. Buses agreed to help unhesitatingly.

The school was grateful to Siew Tee for going beyond her duties to make special arrangements for the tyres to be delivered.

There was another incident when a member of the public (MOP) reported that her friend's grandfather, a 91-year-old man with dementia, had gone missing. Upon receiving the report via email, Siew Tee immediately informed all stations, including SBS Transit. With only the photo of the missing man, Siew Tee knew the search mission would be a challenge. To make the search easier, she requested for the missing man's EZ-Link card number to download his card transactions so they could trace his whereabouts. He was eventually found in Bedok.

The family thanked Siew Tee for her quick thinking, and gave their deepest thanks and appreciation to everyone who helped them in the search for their grandfather.

**Mr Prakash Anand Mahalingam**  
**Workshop Manager, Taxis Workshop**  
**SMRT Automotive Services Pte Ltd**

Prakash is always keen to help anyone regardless of whether they are his colleagues or customers.

On 18 June 2018, there was an accident at the Taxi workshop. A Taxi Partner reversed his car, and accidentally hit the side wall of the workshop. Prakash quickly approached the vehicle, and calmly administered help to the Taxi Partner. As the Taxi Partner did not have visible injuries, and was not feeling any pain, Prakash brought him to the lounge and made sure he was all right before letting him go home. The Taxi Partner was highly appreciative of the care that was extended to him by Prakash.

On 30 June 2018, a Taxi Partner was shouting at a customer service officer regarding issues with his vehicle. Prakash intervened as he saw the customer service officer was having difficulty dealing with the angry Taxi Partner. He brought the Taxi Partner aside, and listened to his grouses.

After understanding the Taxi Partner's concerns, Prakash asked his Supervisor to test drive the vehicle together in order to pinpoint the fault. Having identified the issue, Prakash had one of his technicians rectify the fault. After that, Prakash asked the Taxi Partner to test drive the vehicle together. The Taxi Partner was very happy with how Prakash helped him resolve the problem. After the test drive, he even apologized to the customer service officer he had shouted at earlier.

**Mr Melvin Lim Moo Shen**  
**Project Senior Supervisor, Fleet management (Commercial Workshop)**  
**SMRT Automotive Services Pte Ltd**

Melvin Lim is well-liked by customers and his fellow peers. His commitment to providing excellent service allows him to go the extra mile while serving his customers.

On 27 April 2018, an off-duty Melvin received a phone call from his customer, seeking his assistance to address his vehicle issues. Upon hearing the customer's concerns, Melvin took the initiative to expedite the vehicle repairs by sacrificing his day off so that the required vehicle could be ready in the shortest possible time. The repair of the vehicle was eventually completed within the given time, and the customer praised Melvin for his swift actions.

On 2 June 2018, Melvin noticed a driver searching anxiously at the car park area. Melvin approached him and found out he had lost his wallet while sending the vehicle to the workshop for servicing. Without much hesitation, Melvin sought assistance from the security guardroom, and managed to retrieve the lost wallet from them. The owner of the wallet was very pleased, and thanked Melvin for his great help.



**Ms Sandy Chan Ai Khim**  
**Manager, Component Service Workshop**  
**SMRT Automotive Services Pte Ltd**

On a Saturday morning in July 2017, the Taxi workshop supervisor approached Sandy for help because the air compressor that operated the hoists in the workshop had failed, and none of the hoists were working. This caused the work in the Taxi workshop to come to a standstill. Even though they were her internal customers, she contacted the vendor and made arrangements for them to come down within an hour. She continued to liaise with the vendor, and ensured everything was in order, before handing it over to the workshop supervisor. The workshop hoists were operational soon after. When she was going back to her work desk, she realised the system was down that day, and had affected operations. Without hesitation, she contacted the IT department and worked with them over the phone to rectify the issue. Despite these unexpected events, she never lost her cool, and managed the situation well even though she could not do any of the work she had planned to complete that day.

Sandy has constantly displayed a positive attitude, good manners and a willingness to lend a helping hand to others in any administrative or operational issue, regardless of the size of the matter. One day, as she was about to go for a late lunch with her colleagues after a meeting, a visitor approached them to look for one of the staff to attend a meeting. Knowing the visitor was late for her meeting and might lose her way, Sandy told her colleagues to proceed for their lunch while she brought the visitor all the way to the other building to find the meeting room. Her colleagues were impressed by her helpfulness as she endured her hunger to help others.

**Mr P.G. Oli Mohamed**  
**Senior Station Manager**  
**SMRT Trains Ltd**

At around 4.30pm on 2 March 2018, Senior Station Manager (SSM) Oli Mohd was at the Passenger Service Centre of Bukit Gombak Station observing the flow of commuters in and out of the station. His vigilance led him to spot a female student following her friends through the fare gate without tapping her EZ-Link card. He approached her to check her ticket. Instead of immediately issuing a fine or warning to her, he sought to understand her motivation for her action. His warm approach and pleasant demeanour encouraged her to confide in him that she had lost her ITE student card two weeks ago, and did not have the money to replace it.

Thanks to his innate inclination towards caring for all his commuters, he gave her the cash in his wallet – a total sum of \$26. He advised her to use the money to replace her lost card, and to top-up the new card for her use. The student was extremely thankful and grateful for his empathy and kindness. A commuter who witnessed the scene approached the ITE student to find out what had happened. The student happily told her that SSM Oli had given her \$26 to replace and top up her new card so that she would not tailgate anymore. The student expressed her appreciation for the sincere and genuine aid rendered to her. She was touched by the empathy and generosity SSM Oli showed by choosing to exercise discretion and not add to her financial burden by giving her a fine. She wrote to SMRT to thank SSM for his kindness and sincerity.

At around 12:45pm on 28 Oct 2017, SSM Oli was ensuring the platform was free of commuters after the last southbound train departed. He spotted three young female commuters waiting for a train at the platform. He approached them and told them train service was no longer available for the day. As it was late at night and he was concerned about the young commuters' safety, he asked where they stayed. One of them said she stayed at Woodlands, and did not have money to take a cab home since bus services were also no longer available. The kind-hearted SSM Oli then told her he could give her a lift in a taxi on his way home to Sembawang after completing his 2nd shift duty shortly.

Upon arriving at the commuter's HDB block, he alighted from the cab and told the cab driver to wait for him while he accompanied the young girl to her doorstep to ensure her safety. Fortunately, the commuter's mother was at the lift area waiting for her daughter. Both the mother and daughter were extremely grateful to SSM Oli for going the extra mile to ensure the young female passenger got home safely. They appreciated his kindness. The young girl wrote in to SMRT to express her unparalleled gratitude, saying: "It made me realise the world is still kind!"

**Mr Muhammad Noh bin Abdul Sukor**  
**Station Manager**  
**SMRT Trains Ltd**

Upon hearing about a molest case nearby, Station Manager (SM) Muhammad Noh from Tanah Merah Station immediately sprang out of the Passenger Service Centre and proceeded to the site. There, he saw the suspect being pinned down by two men, and noticed the suspect was bleeding from his forehead. To ensure proper rule enforcement, he informed the station's Chief Controller of the incident and requested Transcom's assistance. Then he proceeded to retrieve the First Aid box from the staffroom, and administered first aid for the suspect. While doing that, the suspect tried to escape. SM Noh successfully pinned him down again with the help of the two men. They then stood guard over the suspect until Transcom arrived. SM Noh handled the situation with unrivalled professionalism. He administered first aid on the suspect and ensured he was treated humanely. He was also fast in reacting to the situation and apprehending the suspect when he tried to escape. He went beyond the call of duty to ensure that justice was served and upheld with empathy and kindness.

For his valiant act, SM Noh was presented with a Letter Of Appreciation by Bedok South NPC CO Supt Sam Tan for professionally handling a suspect for a case of Outrage of Modesty.

On 17 May 2018, a woman with mild dementia went out from her terrace house to have some fresh air but lost her way and ended up at Tanah Merah Station. She was spotted by a member of the public and brought to Tanah Merah Station. SM Noh immediately brought her into the staff room to rest.

The woman was only able to provide him with her full name, and told him she stays at a private estate near Tanah Merah. She did not have any other belongings or her identity card with her. His colleagues walked through the private estate with the woman, trying to jog her memory; but she was unable to point out her house.

Transcom is usually activated to help in such cases, but SM Noh empathised with the woman's situation, and knew that Transcom's involvement might be very intimidating, traumatising and distressing for her. SM Noh displayed unparalleled initiative when he did a search of the woman's full name on Facebook and was able to send a few personal messages to her family members. Needless to say, these were all beyond his scope of duties, but he was determined and resilient. However, there were no replies, and Transcom subsequently arrived and took down some details. Just as they were leaving for the police station, the woman's nephew replied, saying that he will inform her husband immediately. About 15 minutes later, the woman's husband arrived at Tanah Merah. He was so relieved and happy that his wife was found, as he was worried and about to make a police report. SM Noh had gone the extra mile in trying to locate the woman's family, and he truly exemplified kindness and service from the heart.

**Mr S Nadarajan**  
**Senior Station Manager**  
**SMRT Trains Ltd**

On 8 March 2018, a commuter was experiencing bouts of severe diarrhoea at Bras Basah Station when she accidentally soiled herself before reaching the toilet. Senior Station Manager (SSM) Nadarajan immediately sprang into action to render aid to her. He went the extra mile to bring the distressed and embarrassed commuter to the handicapped toilet so she could clean herself up. His amazing service did not end there. He went the extra mile by offering her a new pair of pants and slippers, so she could continue her journey. He empathised with her, and displayed unrivalled initiative in anticipating her needs. The commuter was embarrassed, but SSM Nadarajan ensured she felt comfortable and cared for. His actions exemplified the organisation's service standards, particularly care and concern. Without his assistance, it would have been a traumatising experience for the commuter. Because of his efforts, the commuter was now aware of the genuine and sincere service that our service and operations professionals provide for our commuters.

On 6 March 2018, at about 6.30pm, a female commuter approached Circle Line Bras Basah Station's (CBB) Passenger Service Centre, and informed SSM Nadarajan that she had lost her Cath Kidston card holder. SSM Nadarajan immediately took down her particulars, and let her through the fare gate and out of the station to avoid causing her delay. He then told her he would do the necessary follow-up actions to look for her missing item and inform her if he received any news of it. Without further delay, he went on to check for lost reports from other stations, and saw that the Circle Line Bishan Station had listed a found item with the same description the passenger had mentioned. He quickly called them and arranged for the item to be dispatched to CBB as he was aware the commuter lived near Bras Basah. He wanted to ensure she had a hassle-free and convenient experience when reuniting with her lost item. SSM Nadarajan truly put a smile on the commuter's face, and built her trust in the organisation.

**Mr Mak Fook Ming**  
**Senior Station Manager**  
**SMRT Trains Ltd**

On 14 December 2017, an elderly female commuter fell near Marsiling MRT station and was injured. A passer-by brought her to the station to seek help. Senior Station Manager (SSM) Mak immediately attended to the woman. He called for an ambulance, and administered first aid on the injured woman. He discovered the lady had dementia and could not provide any details of her family members or contact numbers, except that she lived at the tallest building nearby and the floor she lived on. The woman was worried that her family members would not be able to find her, and did not want to follow the paramedics to the hospital. SSM Mak assured her that he would contact and inform her family that she would be sent to the hospital. SSM Mak empathised with the woman, but he couldn't leave the station, so he took the initiative of getting one of his staff to find the lady's home based on her brief description. With his guidance, the staff was able to locate the woman's home. Her family was very grateful and appreciative of the efforts put in to find them despite the station staff not having a proper address. SSM Mak was highly commended for his thoughtfulness and for going the extra mile to locate the injured woman's family, knowing how worried they would be.

On 12 May 2018, SSM Mak noticed a female commuter looking pale and seated on a platform bench, while he was on duty. He approached her to see whether she needed assistance. After realizing she was unwell, he immediately provided her with a wheelchair, and brought her to the staff room so that she could rest in comfort. He made her a hot drink, adjusted the room's air-conditioning, and also provided her a blanket. He assured her that she could rest for as long as she needed, and arranged for a female Service Ambassador to accompany her while she rested. After about thirty minutes, the commuter felt well enough to continue with her journey. SSM Mak then accompanied the commuter to the platform to ensure she boarded the train safely.

The commuter was very thankful for the assistance and care shown by SSM Mak. SSM Mak had once again gone above and beyond his duty to ensure the comfort of the commuter, seeing through her recovery so that she could return home safely.

**Ms Tay Yu Ying**  
**Customer Relations Officer**  
**Go-Ahead Loyang Pte Ltd**

Tay Yu Ying is a Customer Service Officer at Go-Ahead Singapore, a passionate individual who delivers service from the heart. Often commended by commuters for her helpfulness, it is clear that she goes the extra mile to ease commuters' concerns and provides support wherever possible.

Once, a commuter misplaced her wallet but was uncertain of where she could have accidentally dropped it. Unable to recall any details, she was frantic with worry yet helpless at the same time since she did not know where to start her search. Unbeknownst to her, the wallet had been returned to the Passenger Service Office at Punggol Bus Interchange when Yu Ying was on duty. However, as no report had been made about the lost item and there was no contact number contained in the wallet, Yu Ying could not contact its rightful owner.

She understood how uneasy the owner must have felt and knew that she had to do something about it. Upon finding an address on the ID card in the wallet, she made a trip down to the owner's home to personally deliver the item that night itself, after she ended her shift at work. The owner was pleasantly surprised and very relieved, touched by Yu Ying's gesture of kindness which saw her going beyond her call of duty.

In another commendation, a commuter shared an account of how she misplaced a smartphone onboard bus service 43 and was fortunate that the Bus Captain found her device. She was informed about this when she called through the customer service hotline while Yu Ying was on duty at Punggol Bus Interchange. Although relieved, she still felt unsettled as the device was not in her hands. Nevertheless, she was pleased with the patience and assurance of the service staff, and appreciated being informed of the bus's estimated time of arrival so that she would not need to spend too much time waiting at the interchange for the bus to arrive. Once the bus reached the interchange, Yu Ying immediately facilitated the return of the device from Bus Captain to commuter, avoiding any further delay. The commuter was extremely thankful and grateful to both the Bus Captain and Yu Ying for working together and ensuring the safe return of her smartphone.

**Mr Lim Chuan Huat, 34**  
**Automotive Technician**  
**6 Years**  
**ComfortDelGro Engineering**

Honesty is the best policy.

When ComfortDelGro Technician Lim Chuan Huat found a mysterious black pouch in the toilet last November, his first thought was to return it to the rightful owner.

He searched within the vicinity of the area but to no avail. He then decided to hand the pouch to his colleague at the service counter who subsequently passed it to his supervisor. It was only then did Chuan Huat realise that the pouch contained more than \$500 cash and a bank book! Thanks to Chuan Huat, Cabby Ong Ann Meng recovered his pouch.

Recalled a grateful Cabby Ong: “ I was so anxious when I realised my pouch was not with me. What I had inside was not a small sum! I’m very thankful to Chuan Huat for returning it to me.”

That was not the only time Chuan Huat had returned found items. In the course of his work, he has also come across valuable items including handphones while servicing the taxis, but not once was he ever tempted to keep them. He said: “I think it’s only right to return what I have found, no matter the value of the item.”

**Ms Ng Lay Peng, 51**  
**Cashier (Senior)**  
**16 Years**  
**ComfortDelGro Engineering**

The kiosk may have gone cashless now, but back in 2017 when cash was still the primary source of payment, \$2 notes were always in high demand.

So much so that even what had been prepared daily by the Company would sometimes be insufficient.

Knowing cabbies prefer to have small change, Senior Cashier, Ms Ng Lay Peng, would go to the bank right after her shift to have the big notes changed to smaller ones. Even if she had to come up with the big notes from her own pocket first for the exchange, she didn't mind.

Said Lay Peng: "It's important to have small notes ready as cabbies usually pay using big notes. I don't mind changing for more \$2 so that I always have enough to change with the cabbies. No trouble at all!"

Not only that, Lay Peng also keeps biscuits and offers them to cabbies who are hungry. This is something she has been doing for some years now.

She said: "Cabbies are always on the move and tend not to eat properly. Biscuits may not be much but they come in handy individual packets that are substantial enough to tide them over until the next meal."

Indeed, it is the thought that counts! Thank you, Lay Peng!



**Mr Hok Swee Kwan, 51**  
**9 Months**  
**Taxi Driver**  
**ComfortDelGro Taxi**

Turning a blind eye when help was needed was never an option for Cabby Hok Swee Kwan.

On 16 March at about 8am in the morning, Cabby Hok was driving along Ayer Rajah Expressway (AYE) when traffic suddenly came to a halt.

It turned out that a female biker was injured in an accident and was lying on the right lane of the expressway near the Alexandra slip road. Her motorcycle was about one metre away from her. Many vehicles had to filter to the left lane in order to avoid her.

Cabby Hok could also have filtered left like the others. After all, he had a passenger on board. But the 51-year-old cabby simply could not bring himself to do so.

So, he checked with his passenger if it was okay that he helped the injured biker. He then stopped about five to ten metres away from her so that vehicles could not come any closer. He quickly alighted from his taxi and ran over to check on the motorcyclist. Though conscious, she was in pain and was unable to get up.

To keep her out of harm's way, he physically carried her to the road shoulder with her permission. At that time, another biker had also stopped to help. Cabby Hok then shifted the motorbike over to the road shoulder as well so that other vehicles could start to pass through. Not wanting to keep his passenger waiting, he asked if the other biker could stay with the injured, before dialling 995 for an ambulance, and driving off.

No one would have known what Cabby Hok did had it not been for the passenger on board his taxi at that point.

So impressed was she with Cabby Hok that she wrote to the Company to praise him. She said: "The driver is super good. We saw a motorbike accident with a lady rider and nobody dared to help the lady as the vehicles ahead of us just passed by... until he did! And others followed to help. He is a hero in his own way."

**Mr Kok Teck Wee, 42**  
**1 Year 11 Months**  
**Taxi Driver**  
**ComfortDelGro Taxi**

"The fastest route might not always be the smoothest route."

That is the principle Cabby Kok Teck Wee stands on and that is why the 42-year-old cabby likes to tap on the GPS and plans his routes ahead so that he is not caught in dreadful traffic jams. He does it so well that he's even been praised for it.

Ms Ho, a passenger, once wrote in to share just how impressed she had been with his service because he had tapped on the GPS and provided her with a very smooth journey. She wrote: "In my over 20 years of taxi rides, Cabby Kok is the most impressive and has to be one of your top drivers."

His good habit of planning his routes ahead also came in handy one day when a female passenger, Mrs Leo, had to rush to the airport to pass the passport to her daughter. It was peak hour in the evening, and would be impossible for her daughter to rush home in time. As such, the passenger had chosen to rush to the airport instead.

Luckily, Mrs Leo had hopped into Cabby Kok's taxi. Cabby Kok knew that traffic was beginning to build up from where they were to the airport, so he immediately communicated via the walkie-talkie with his fellow cabbies to check on the road conditions before choosing the smoothest route possible. He also took the initiative to check which gate to alight the passenger at so that she could meet her daughter at the check-in gate.

His efforts paid off. Mrs Leo managed to reach the airport and pass the passport to her daughter in the nick of time, right before the check-in gate closed.

Mrs Leo had dropped off so hurriedly that all she remembered was Cabby Kok's taxi number. But she was so impressed with him that she got her son to write to the Company on her behalf to convey her gratitude.

He wrote: "My mother would like to convey her sincerest thanks to the driver for going the extra mile. His efforts reassured her in her state of panic that she was in safe hands and in receipt of quality service. Taxi drivers like him is the reason why we think ComfortDelGro is the more reliable cab service and our preferred choice."

**Mr Ng Chin Yiau, 42**  
**2 Years 10 Months**  
**Taxi Driver**  
**ComfortDelGro Taxi**

When threatened with danger, one's instinct is to protect himself or herself.

But that was not the case with Cabby Ng Chin Yiau. When a lorry hit his taxi from the back on 10 July 2017, Cabby Ng's immediate instinct was to stretch out his hand to prevent his passenger from hitting her head against the dashboard. The impact was so great that his hand was hurt in the process.

Yet, Cabby Ng's priority was on the wellbeing of his passenger. He even took the initiative to bring her to the hospital for a thorough check up to ensure that she was all right even though it was near midnight. It didn't matter to him that it was well beyond his shift.

He said: "She is my passenger and therefore my responsibility to ensure she is safe and sound." In fact, he was so concerned about her safety that it slipped his mind to see the doctor about his hand until his passenger asked him to.

Said the passenger: "I find this to be quite a heroic act from him as a driver trying to help his passenger in an extended way."

It is also not easy for cabbies to remember the passengers that they have picked up because chances of picking the same passengers are slim. But Cabby Ng makes the effort to remember them. When he chanced upon them again as in the case of a passenger and her wheelchairbound mother, he immediately got down to help transfer the elderly lady from the wheelchair to the taxi. Even when the passenger didn't want to trouble him a second time, Cabby Ng still insisted on doing so and helped to transfer the elderly lady back to the wheelchair.

Cabby Ng's act of service impressed the passenger so much that she wrote to the Company to praise him: "I'm impressed by how passionate Cabby Ng is about helping others. He is also one of the friendliest cabbies I have ever met and my mother enjoys talking to him."

**Mr Seet Choo Tong, 59**  
**4 years 10 months**  
**Taxi Driver**  
**ComfortDelGro Taxi**

When it comes to driving, rules are not meant to be broken.

But, in the case of Cabby Seet Choo Tong, the law-abiding 59-year-old had to break the bus lane rule when a wheelchair-bound pedestrian fell into it.

Like all cabbies, Cabby Seet knows to never enter bus lanes during operating hours lest he get penalised. However, on 21 September 2017, when a wheelchair-bound elderly lady fell off the pavement and onto the bus lane along Thomson Road, Cabby Seet took the risk and drove into the bus lane. He stopped about four metres away from the elderly lady, so that an oncoming bus would avoid them. He then alighted to help the lady up.

His kind act left a deep impression on the passenger who was on board at that time. She said that “his heroic act, placing a stranger’s safety before his, was highly commendable” and that “such a heroic, considerate and safety conscious driver and his good deed must be duly recognised.”

On another occasion, Cabby Seet stopped to pick a passenger on crutches. Knowing that the passenger would have difficulty boarding the taxi on his own, Cabby Seet quickly got out of the taxi, helped him to the rear seat, and kept the crutches properly. He also shifted the front passenger seat to make room for the passenger, and even adjusted the temperature of the air-conditioning unit to keep the passenger cool. The small simple act meant the world to the passenger, who later wrote in to commend Cabby Seet. He said: “I am really appreciative and grateful towards Uncle for fetching me to the hospital in good time for my medical review!”

Always armed with a smile, Cabby Seet also impressed a passenger who was in a bad mood after two private-hire drivers cancelled her bookings without explanation. As she was on the way to the airport, Cabby Seet not only graciously helped her with her two heavy luggage bags but also managed to cool her down by greeting her warmly and introducing the ComfortDelGro Taxi booking app to her. He even taught her how to use the app. So impressed was she that she wrote in to commend him after the trip.

**Ms Goh Meow Eng**  
**Bus Captain**  
**Tower Transit Singapore Pte Ltd**

Goh Meow Eng joined Tower Transit in 2016. She is a dedicated individual who excels in what she does. Meow Eng puts her competitive spirit into her work. She competes against herself to be as efficient as possible and has achieved great results as a Bus Captain. Just a year into her job, Meow Eng got promoted. She also received an internal award for her good driving standards.

Meow Eng has received a number of compliments from passengers for her excellent service. She was complimented by Ms Hui for going the extra mile whilst plying Service 143 in August 2017. Meow Eng noticed an elderly lady who had a heavy trolley of groceries. She proactively alighted and helped the elderly lady board the bus with her heavy trolley. Ms Hui was very impressed and wrote in to compliment Meow Eng.

On another occasion, Meow Eng noticed an elderly lady boarding the bus. When she found out that the elderly lady's destination was a long way ahead, she advised her to sit in the upper deck as it would be more comfortable for her. The elderly lady was very appreciative of this gesture.

Meow Eng continues to maintain her good performance and is also a key influence to other Bus Captains within the organisation.

**Mr Kamsani Bin Minhat**  
**Bus Captain**  
**Tower Transit Singapore Pte Ltd**

Kamsani is outstanding at what he does and is very passionate about his work. Always ready with a smile, he has excellent interpersonal skills and is well-liked by his colleagues. To date, Kamsani has received two internal awards for his exceptional service to our passengers.

One example of Kamsani's dedication to his work is when he got out of his seat to assist a wheelchair-bound passenger to alight from the bus. The passenger was a regular onboard service 335 and Kamsani would never fail to help her each time he was on duty. On another occasion, Kamsani noticed a pregnant passenger boarding the bus. He proactively informed her that he would stop at the bus stop longer so that she would have ample time to alight from the bus. Both passengers were touched by his kind gesture and repeatedly thanked him for his help.

Above all, Kamsani has maintained an excellent attendance record and has received no customer complaints.

**Ms Siti Nur Azimah Binte Edris**  
**Customer Service Officer**  
**TransitLink Pte Ltd**

Being one of the youngest employees in TransitLink's Frontline Operations, Azimah has proven that age and experience do not define the level of customer service one can deliver.

At a young age of 25 and serving the company for a short span of three years, Azimah has demonstrated passion and dedication in providing exemplary customer service. She strongly believes that customer service comes from the heart, and therefore always puts herself in the customers' shoes when serving them. With her patient and helpful personality, Azimah has earned much praise from thankful customers, both locals and tourists alike.

Tourists regularly approach our Customer Service Officers for assistance on taking public transport in Singapore. On 12 June 2018, Ms Charlene Neo went to the Concession Card Replacement Office at Bukit Panjang MRT Station to enquire about a Standard Ticket, with the intention of purchasing one for travelling on public transport during her stay here.

As she approached the Ticket Office, she was greeted with a warm smile by Azimah. Upon knowing that she was a tourist, Azimah took the initiative to find out more about her travel plans and the duration she would be in Singapore. With a better understanding of her itinerary, Azimah recommended for her to purchase a travel card instead as she would enjoy greater savings on her transport fares with transfer rebates. Although this was not within her job scope, Azimah was always ready to go the extra mile for her customers.

Ms Charlene was pleasantly surprised that Azimah did not just redirect her to the ticketing machine to purchase a Standard Ticket like most would have. Instead, Azimah took time to understand her needs and gave her advice best suited to her situation. For this, Ms Charlene was pleased and thankful that she was served by Azimah.

**Ms Kartina Bte Mohamed**  
**Customer Relations Officer (Team Leader)**  
**TransitLink Pte Ltd**

Kartina joined TransitLink as a Customer Relations Officer in 2013. In the following year, she was nominated for the Transport Gold Award (TGA) by her supervisor for being an outstanding employee who consistently offered the best service she could to her customers. Since then, she had been an awardee of the TGA every year and had been awarded the highest honour of the Outstanding Award for three years – in 2015, 2017 and 2018.

Kartina always shows empathy to her customers who call in for assistance and is sensitive towards their needs. Not only is she patient when assisting customers, her composure also provides a sense of assurance to worried customers. Kartina has received numerous compliments in her course of work and these words of appreciation have constantly been her motivation to do more and do better.

One of Kartina's satisfied customers, Ms Lina, wrote in to thank Kartina for assisting her to retrieve the required information to collect the refund of the remaining travel value in her son's School Smartcard, when she was at a loss. Ms Lina had previously gone to the Concession Card Replacement Office to replace her son's faulty School Smartcard. As there was remaining value in the concession card, the Customer Service Officer assisted to file a deferred refund for her and issued a claim receipt for her reference. However, she lost the claim receipt and could not remember the details on it. Hence, Ms Lina called in to TransitLink Hotline on 9 May 2018 to seek assistance.

When Kartina first attended to her call, Ms Lina sounded anxious as she was unsure how to collect the refund without the receipt. Kartina comforted her on the phone and assured her that she would do her best to assist her. With Ms Lina's son's particulars, Kartina retrieved the details from the system and provided Ms Lina with the claim refund number. Kartina also informed Ms Lina of the refund amount and claim validity period to put her mind at ease.

Ms Lina was very satisfied with the excellent service and complimented Kartina for building her confidence towards TransitLink and its products and services. She shared that she used to work in a call centre too, so she knew that such good, efficient service was never easy to provide.



**Ms Siti Maisarah Bte Basri**  
**Customer Relations Officer (Team Leader)**  
**TransitLink Pte Ltd**

Having worked in TransitLink for more than 13 years, Sarah's passion to serve all her customers with excellence has never ceased. Not only has she shown exemplary service level and product knowledge when assisting customers, she has also been constantly demonstrating patience and empathy towards anybody she dealt with, including colleagues. Sarah has always been known to be a warm and helpful officer to one and all with the great service she provides. She believes that every customer's situation is unique and should be handled attentively with care and concern to address their issues.

One of Sarah's compliments came from Mr Adrian, who wrote in to show his appreciation for her assistance in recovering the top-up amount deducted from his credit card, when he was at a loss.

After performing a top-up at the General Ticketing Machine using his credit card, Mr Adrian found that the amount was not topped up to his ez-link card. As the amount was reflected in his credit card statement, he raised a dispute with his card issuing bank but to no avail. He then escalated the case to EZ-Link and eventually turned to TransitLink for assistance.

Mr Adrian wrote in on 14 June last year to seek help on retrieving the \$80 top-up amount. He shared his frustration on the delays he encountered and was at a loss on his next course of action. Sarah handled his case and liaised with the relevant departments to conduct investigations. Having a keen eye for detail, she noticed that the ez-link card number provided by Mr Adrian seemed to differ from the norm. Hence, she took the initiative to contact Mr Adrian and confirm the correct card number with him. She also took time to explain the refund procedures and assured him that his issue was being looked into by providing constant updates on the investigation process. Mr Adrian was glad that the issue was finally resolved after jumping through many hoops.

Sarah is not only a passionate Customer Relations Officer towards external customers, but also believes that having a consistent attitude and aptitude towards internal customers, such as her fellow colleagues, can truly bring out the spirit of great customer service from within. Having a key role now as Team Leader, she constantly provides guidance and support to all her team members and hopes to inspire them to upkeep the spirit of good customer service in TransitLink.