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Changi Airport Honours Outstanding Service Staff at Annual Airport Reception

The airport continues to chart healthy traffic growth in 2008

Excellent service is one of the factors behind the success of Changi Airport. At the Annual Airport Reception organised by the Civil Aviation Authority of Singapore (CAAS) today, 18 frontline airport staff were honoured for performing outstanding acts of customer service at Changi Airport. The reception was graced by the Minister for Transport and Second Minister for Foreign Affairs, Mr Raymond Lim.

Awards for 'Service Personality of the Year' and 'Outstanding Service Providers' were presented at the reception. The top award for 'Service Personality of the Year' went to Mr Mohd Yunos Mohd Ismail from CIAS, one of the ground handling companies at Changi Airport. Mr Yunos had assisted a passenger who had arrived in Singapore, alone and distraught. Even though the passenger did not approach Mr Yunos, Mr Yunos extended a helping hand to the passenger, made numerous calls to his family and helped the passenger book transport to his final destination. Mr Yunos' kindness did not stop there; he even called the passenger's relative to check that he had arrived safely. Besides Mr Yunos' extraordinary deed, stories on excellent service rendered by the other recipients were also shared.

Speaking at the reception, Minister Lim commended the winners who had raised service excellence to new levels by proactively reaching out to passengers and going all out to help passengers in need. He said, "Without a doubt, an excellent service standard is key to Changi's success. Increasingly, airport-wide campaigns and training programmes are conducted regularly to train and motivate frontline staff to provide good customer service. In order to stay ahead of competition, we need to ensure that we continually improve our service standards and exceed the passengers' expectations."

Excellent service has also helped Changi Airport to maintain its 'Best Airport' status.

Changi Airport has so far bagged five awards this year. The latest win came from Frost & Sullivan for its inaugural 'Airport of the Year' award. Other awards bestowed on Changi in 2008 include the 'Best Airport in Asia Pacific' award from DestinAsian and 'Airport Authority with the Most Supportive Approach to Travel Retail' award by Duty Free News International & Travel Retailer International.

In terms of traffic, Changi Airport continues to register strong growth. For the first two months of 2008, Changi Airport handled more than 6 million passengers, up 6.9% from the same period last year. February saw about 2.94 million passengers passing through Changi, a growth of 8.2% compared to the same month last year. On the cargo front,

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297,000 tonnes were processed in January and February 2008, a 6.1% improvement over the same period in 2007.

Changi Airport is currently served by more than 80 airlines operating over 4,350 weekly scheduled flights to some 190 cities in 59 countries.