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Title: His good manners going to waste

I would to highlight a rare individual's passion for his work. This bus captain has never failed to greet his passengers and flash a pleasant smile – a great way to start my working day. He's unlike the usual grouchy bus captains I normally meet. Unfortunately I don't know his name. He plies service route 145 in the mornings (He was driving SBS 342P on Friday).

But I feel his passion is going to waste as most passengers cannot be bothered to return his greetings.

He should be commended, promoted and transferred to the city tour buses (eg CityBuzz) or other suitable positions to sell Singapore to visitors who appreciate good-mannered bus captains.

Christopher Lim

Reply from SBS Transit

I refer to the letter, "His manners going to waste" by Mr Christopher Lim dated 11 March 2006.

We thank Mr Lim for his compliments and we are glad that the Bus Captain, Lim Hock Choon has provided good customer service to Mr Lim.

SBS Transit will continue to encourage our Bus Captains to provide good service to our commuters. We will also enhance our training and recruitment efforts so as to have more good quality Bus Captains like him.

Yours sincerely,

TAMMY TAN (MS)
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