

Newspaper: Today

Date: 27 May 2006

Title: Kind driver deserves award

I am impressed by the courteous service rendered by our bus drivers. Some greet passengers with a smile, others clarify route details to passengers or inform them when they near their destination.

On May 18, at 2.43pm, I was at the bus stop at Farrer Road Market when SBS Transit Service No 174 stopped.

The driver alighted, walked to the rear exit, and helped an elderly lady who had difficulty walking down the steps. Another elderly lady was with her. After seeing the two of them safely down, he drove off. I would like to recommend this driver for an award.

I understand all drivers work under a tight schedule, yet they are courteous, patient and caring.

If the management of our two public transport companies can increase the frequency of buses at peak hours, then our public transport will be truly first class.

- James Choo Teck Song

Reply from SBS Transit

We refer to the letter, "Kind driver deserves award" by Mr James Choo Teck Song (May 27).

Firstly, we would like to take this opportunity to thank Mr Choo for his kind letter.

We have commended the Bus Captain for his efforts. We are pleased and proud to learn of the high standards of service that our Bus Captains have provided for their customers. It is indeed heartwarming to know that their good service has been noticed.

We at SBS Transit pledge to provide not only good customer service but also a reliable, safe and affordable service at all times. We hope that all our Bus Captains go the extra mile in providing good service to our commuters.

Yours sincerely,
TAMMY TAN (MS)
DIRECTOR
CORPORATE COMMUNICATIONS
SBS TRANSIT