

**Newspaper: Today**

**Date: 14 April 2007**

**Title: The bus driver who makes a difference**

I TRAVEL by bus route 145 and I have come across a driver on this route who always greets his passengers, even early in the morning. He makes an effort to greet as many people as possible while they are boarding.

I was pleasantly surprised the first time this happened, and thought that morning was an exception — until I took his bus a few more times. His cheerful attitude has been consistent.

One evening, when I found myself taking his bus back at the end of the day, he greeted passengers with "Good Evening". I was amazed, as he must have been greeting passengers the whole day.

This bus driver might be the only one I've met who does this, but he definitely made an impression with his greeting, especially at the end of a tiring day. Thank you, driver! Meanwhile, in response to Mr Laurence Leong's letter, "Bus drivers' attitude needs overhaul" (April 10), I feel that the main job of bus drivers is to ensure that they take passengers from point A to point B safely. It is not possible for them to be walking information kiosks on all of the bus services. A better idea might be to place more information about bus routes at bus stops.

**- Letter from Lynette Tan**

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### **Reply from SBS Transit**

I refer to Miss Lynette Tan's letter, "The bus driver who makes a difference" (April 14-15).

We are pleased to learn of her positive experience with our service 145 bus captain who provided passengers, including Miss Tan, with excellent service.

Indeed, we are proud to have a bus captain like Mr Lim Hock Choon.

At SBS Transit, we invest in the training of our bus captains to provide good service.

Our efforts were recognised at the national Excellent Service Award 2006 where SBS Transit topped the list of all companies in Singapore with 985 of our staff, mostly bus captains, honoured for rendering quality service to customers.

We will continue to improve on the service provided by our bus captains as we recognise the important role they play in making our passengers' journey a pleasant one.

We thank Miss Tan for her kind letter, which serves to further encourage our bus captains.

Letter from Tammy Tan  
Director, Corporate Communications  
SBS Transit Ltd