

**Newspaper: The Straits Times**

**Date: 30 January 2009**

**Title: Bus Driver's Service with a Smile**

ON JAN 20 at about 9.40am, I boarded SBS service 15 to Parkway Parade at the bus stop in front of Block 637 Bedok Reservoir Road. I was pleasantly surprised to be greeted by the bus driver with a cheerful voice. He greeted everyone who boarded with a loud, confident 'Good morning'. The bus driver was a young man who wore sunglasses and always had a friendly smile for everyone who boarded.

It is a good gesture on his part to greet his passengers, old or young, because this really makes one's day. In general, we perceive bus drivers to be grumpy and inconsiderate, but I hope we will change our mindset to become a more gracious society where we appreciate one another openly and take the initiative to give praise and thanks to those who are part of our lives. These include bus and MRT drivers and attendants, taxi drivers, stallholders, toilet, office and table cleaners, and road sweepers. In this way, we will all live in harmony and everyone will smile.

**Geraldine Lee (Ms)**