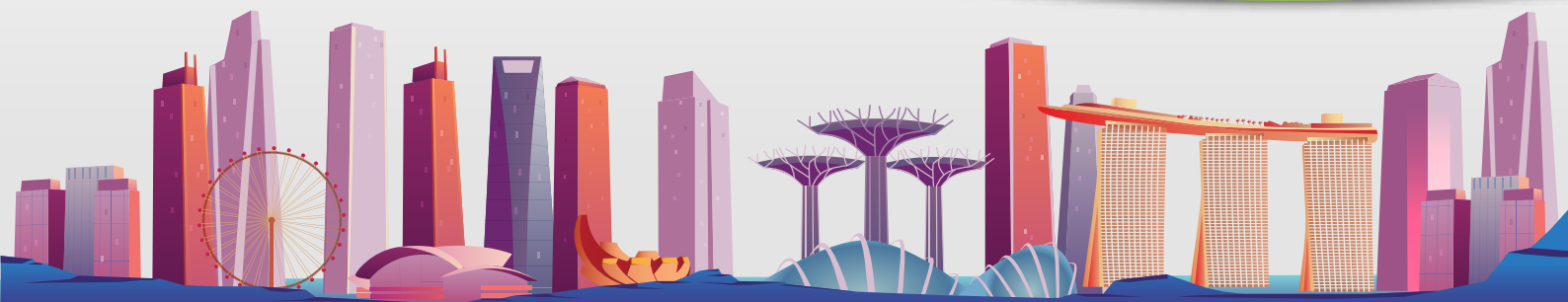


WORLD-CLASS AND INSPIRING: AVIATION SERVICE EXCELLENCE

With millions of passenger movements passing through Changi Airport every year pre-COVID, it is essential for every partner in the airport value chain to be grounded by our code of service excellence, to create a seamless and enjoyable experience for every traveller.

Learn from our key service professionals as they share their breadth of service experience, training requirements and challenges faced with their continuous pursuit in upholding Singapore and Changi Airport's renowned reputation for service excellence.



SHARIFAH AZZAH

Senior Manager, Quality and
Premium Services,
SATS Ltd

41 Years in Aviation



THE HIGHLIGHTS OF MY AVIATION CAREER

The opportunity to manage the training department, creating training materials and getting involved in staff training and development. Liaising with Institutes of Higher Learning to source for candidates who are similarly passionate to join the SATS family.

JOB DESCRIPTION

I am responsible for passenger services, premium passenger handling including VIP movements, lounge and concierge services. I am also the voice of customers and manage customer feedback including complaints and compliments.

CAREER PROGRESSION PATH

I started my career as a Customer Service Agent and took up the opportunity to further my studies with a degree in Psychology with Business, and subsequently progressed to be part of SATS' management team.

HOW I GOT INTO AVIATION

I have always enjoyed meeting and interacting with people, which naturally led me into a customer service role with SATS.

PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

Must have the right service mindset and work attitude, love meeting and interacting with others. Being friendly, approachable, flexible and versatile, yet having the resilience to work under pressure in any aviation crisis.

ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

SATS is a reputable company with a focus on innovation and technology, and they have the heart for staff welfare and well-being. People who join us must have a passion for aviation, and at the same time, be resilient and be prepared to face any challenges and exciting new norms in the aviation industry.

GERMIN CHNG

Cabin Crew in Charge,
Scoot

10 Years in Aviation



THE HIGHLIGHTS OF MY AVIATION CAREER

In 2015, I had the chance to travel to Seattle and flew back our very first 787-9 Dreamliner 9V-OJA. Back then, it was such an honour to get to work on one of Scoot's state-of-the-art aircraft.

During COVID-19, I took a break from flying and served as a healthcare worker at a local hospital. I get to draw on my cabin crew experience to exercise empathy and go the extra mile for the people I serve. It was a fresh yet fulfilling experience as I never thought I would get a chance to try something outside of aviation!

JOB DESCRIPTION

I lead a team of cabin crew to ensure the safety and comfort of our passengers during flights.

CAREER PROGRESSION PATH

I started my aviation career as a Cabin crew and was given an opportunity to lead as a Complex Leader. Now, I am a Cabin Crew in Charge leading a team of cabin crew to ensure the safety and comfort of our passengers during flights.

HOW I GOT INTO AVIATION

I chanced upon Scoot at my school's career fair and was attracted to its fun and quirky branding. I liked how the company values openness and enables employees to express their individuality. There is never a dull day at work!

PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

Scootitude! You will need to possess good communication, interpersonal and time management skills, and work well in a team. These traits and skill sets will definitely help you move up in your cabin crew career. Most importantly, being passionate and loving what you do will enable you to make a real impact through your work.

ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

Stay positive! While the training and the flying can be challenging at times, being optimistic will help you cultivate a good learning attitude. Having an open mind to learning is essential for a smooth and safe flight!

RELVAN SALIH

Operations Manager,

Jet Quay Pte Ltd

11 Years in Aviation



THE HIGHLIGHTS OF MY AVIATION CAREER

The highlight of my aviation career was the tough times we faced during the COVID-19 pandemic. Our business, which depended largely on premium travellers was adversely affected. Attrition rates were high. We had to adapt and streamline processes, while also taking in evolving safety management measures, to reduce manpower and costs. When travel restrictions started easing, we were still operating with a lean team faced with a surge in bookings. Hiring and training of staff is now a priority.

JOB DESCRIPTION

I manage a team of more than 100 employees, overseeing the whole guest engagement process, from reservation till guest departure, which includes ensuring daily operations meet guests' needs to their satisfaction and ensuring our facilities are well-maintained. Service excellence is an essential requirement for JetQuay; I also implemented the standard operating procedures for service standards, staff safety and security, and the handling of customer feedback and compliance matters.

CAREER PROGRESSION PATH

I started out as a Guest Service Officer providing baggage handling to our clients, before I got promoted to a Guest Relations Officer where I provide personalised customer service, meeting guests from the aerobridge and escorting them to our exclusive JetQuay lounge. Thereafter, I progressed to a Senior Guest Relations Officer role focusing on operations coordination, before given a supervisory role two years later, managing a service team of 15 staff. As a supervisor, I trained and mentored staff, monitoring their progress closely till they are assessed to be capable to perform duties on their own. This is crucial, as service excellence is important and we need to uphold our company image. I was promoted to Assistant Operation Manager within two years, ensuring that overall daily operations run smoothly without any hiccups and reacting promptly to last minute requests and changes. I moved up to my current role as an Operations Manager in 2019.

HOW I GOT INTO AVIATION

My journey into the aviation sector started when a good friend of mine recommended me to join JetQuay as it was a service-oriented company which suited my easy-going personality.

PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

To be in the service industry and grow into a managerial role, you will need to learn to be patient, keep calm under pressure, have strong communication and problem-solving skills, good situational awareness and be detail-oriented.

ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

Do not be afraid of hard work. Have the courage to take the first step. One small step at a time, you will reap what you sow.

CHANEL WONG

Duty Terminal Manager,
Changi Airport Group

2.8 Years in Aviation



THE HIGHLIGHTS OF MY AVIATION CAREER

I joined the company full-time just months before the onset of the Covid-19 pandemic. The pandemic has certainly changed the way passengers travel and how an airport operates. As health policies and travel restrictions kicked in rapidly, we sometimes find passengers in unexpected situations. With empathy, grit and the desire to make a difference, we helped to create a less stressful experience for passengers and a safe environment for them to travel through Changi during those times.

JOB DESCRIPTION

As a duty terminal manager, I oversee and ensure the smooth operation of the terminal I am assigned to. I monitor for gaps and ensure compliance to operational and service standards. I also conduct basic risk assessment when incidents arise, so that I can contain the situation and mitigate the impact.

CAREER PROGRESSION PATH

As a DTM, the career path is to be promoted to the position of a Terminal Manager (TM) who operates in the Terminal Management Centre (TMC), after being assessed to have good knowledge and experience across all terminals at Changi. From there, I would be assessed for suitability to be an Airport Operations Centre (AOC) Manager as the overall reporting officer for the TM and DTMs.

HOW I GOT INTO AVIATION

I was attached to Changi Airport Group's Ground Operations Unit in 2015 for my internship as a Changi Youth Ambassador. I learnt about my current role as I supported my Duty Terminal Manager (DTM) in day-to-day operations and assisted in fault and incident management. Eager to expand my knowledge of the airport, I extended my tenure as a part-time Customer Service Agent while pursuing my undergraduate studies.

PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

Ability to think on his/her feet. Problem-solving skills. Adaptability. Passion to serve. Communication and interpersonal skills.

ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

Be willing to take on challenges, adapt to diversity and always be humble!