

MODEL WORKER

Rajaswaran Pakirisamy

Senior Security Officer
Raffles Hotel Singapore

Nominated by the Food, Drinks and Allied Workers Union

Rajaswaran Pakirisamy joined Raffles Hotel Singapore in May 2019 as a senior security officer and has proven to be a very reliable and competent leader, and a good role model for other security officers. His sense of duty and responsibility assures the management that everything will be in good order when he is on duty. In addition, Brother Rajaswaran has always shown a willingness to learn and adapt to stay relevant. He always welcomes the opportunity to acquire new knowledge and possesses a commendable inquisitive mindset to learn and master new skills, which he knows will be necessary for him to stay relevant.

For example, during the COVID-19 pandemic, the security team upskilled themselves with the arrival experience by being attached to the lobby and concierge team. Their expanded roles included learning how to welcome guests, provide efficient and personalised service, support doorpersons and porters with luggage during arrival and departure, and provide directions and escorting guests to hotel facilities and surrounding areas. As a result of the Job Redesign programme, Brother Rajaswaran and his team can be deployed to the driveway and hotel entrances during their shift to assist during peak periods. The Security team developed confidence, and a more refined and guest-centric style of approaching people, which has been very useful in their daily security duties when interacting with visitors, suppliers and contractors.

At the same time, they have also gotten better at understanding the issues and challenges faced by front-line colleagues. Hence, they can better support and assist them during their daily operations, improving the synergy between departments. His director also describes him as always ready to do more for the welfare of his subordinates.

Brother Rajaswaran adopts a 'first-in and last-out' mentality. He ensures his team is always ready before their shift starts and is the last person to leave the watch by properly handing over situations and issues to the next duty watch. He also leverages technology available to improve the life of his team and constantly explores new processes or systems to improve efficiency and productivity.

During challenging situations, Brother Rajaswaran has demonstrated resilience by pressing on and encouraging his team members.