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MAY DAY

AWARDS

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MODEL WORKER

Soh Sin Chye

Senior Customer Service Officer
SBS Transit Rail Pte Ltd

Nominated by the National Transport Workers' Union

A dedicated and principled Senior Customer Service Officer, Soh Sin Chye stays alert and ready to help. For more than six years, he has served passengers with professionalism and care, often going the extra mile to assist those in need. Whether helping commuters with directions, handling lost items, or ensuring a safe and pleasant travel experience, he approaches every task with professionalism and diligence.

As part of his role, Brother Sin Chye undergoes regular training to stay sharp in communication, conflict management, and incident handling. He continuously refines his ability to navigate challenging situations, ensuring commuters receive the best possible support. His dedication to learning and adaptability allow him to uphold high service standards while fostering a welcoming and reassuring environment for passengers.

Brother Sin Chye's integrity was evident in a remarkable incident during his routine patrol on the train at HarbourFront MRT Station. He noticed a brown envelope wedged between the train seats and, upon checking, found an ID, a passport, and \$10,000 in cash inside. Knowing the distress such a loss would cause, he acted swiftly, reporting it to the Operations Control Centre and ensuring it was safely kept. Hours later, a visibly anxious passenger arrived at the station, desperately searching for his lost envelope. After confirming his identity, Brother Sin Chye personally returned it, turning worry into relief. The passenger, who had intended to use the money for medical expenses, was immensely grateful.

His commitment to doing what's right makes a real difference to those he serves. More than just returning lost items, he embodies vigilance, empathy, and responsibility in his daily work. His actions reflect SBS Transit's values, inspiring those around him through his reliability, dedication, and exemplary service.