



**CHANGI**  
airport singapore

Many Partners, Many Missions. **ONE CHANGI**

Jul – Sep 2014

# ONECHANGI



AN EXCLUSIVE PEEK INTO

## JETQUAY'S CIP TERMINAL

**BANKING ON  
DESIGN THINKING**

OCBC shows you how!

**TIGERAIR AND  
JETSTAR JUST GOT  
FAST AND FABULOUS**

**IT'S GETTIN'  
HOT IN HERE!**

Fire Warrant Officer Shahrir inspires us with his blazing passion

*Psst... Find out who walked away with a pair of tickets to Greece!*

**MUST-TRY DISHES  
AT CHANGI!**

Recommended by our own colleagues!



# AN EXCLUSIVE PEEK INTO JETQUAY'S CIP TERMINAL

Understated and homely, the lounge is where customers can invigorate themselves, enjoy champagne and have a quick bite.

You have seen them driving electric buggies — with celebrities in tow. Behind them, adoring fans are giving chase. “What a glamorous life!” you might have thought. What exactly is it that JetQuay employees do? We shadowed them for a day to learn more about their duties and job perks!

## A LUXURIOUS HOME

The 50 JetQuay staff are stationed at the Commercially Important Person (CIP) Terminal, which is just a ten-minute walk from Terminal 2. Enter Asia's first standalone elite terminal and you will step into the lap of luxury. The quiet sound of the indoor fountain's cascading water sets a Zen tone. Everywhere you turn, statues and sculptures greet you.

Such a posh setting is befitting of JetQuay's customers. The CIP Terminal is where businessmen and even celebrities can relax before or after their flights. Here, they can enjoy shower and nap facilities or take a rest at the spacious 60sqm *The Suite* while JetQuay staff will take care of their check-in procedures and baggage checks. Often, they will even help customers purchase duty-free merchandise!



The JetQuay Terminal is an oasis of calm for the CIP.



Guests can tuck into delicious cuisines before or after their flights...



...and enjoy cocktails or champagne at the bar!

## Do You Know?

During peak periods such as Formula 1 or Chinese New Year, JetQuay receives up to 400 passengers a day!

JetQuay offers three types of services: **Jetside**; **Quayside**; and **Gateway**.

- **Jetside:** At the tarmac, passengers are picked up in a limousine and escorted to the CIP Terminal
- **Quayside:** Passengers travel to and from the boarding gate or arrival gate in an electric buggy
- **Gateway:** Passengers will receive a meet and greet service at the main terminal



Because they are passionate about what they do, JetQuay staff love coming to work every day!

## TIPS ON DELIVERING FIRST-CLASS SERVICE

As told by Four JetQuay Staff



**Connie Kramzer** aka “My Love”  
Guest Relations Ambassador

Gives a warm welcome to all passengers arriving at the CIP Terminal



**Relvan Salih** aka “Bro”  
Operations Supervisor

Takes care of customers’ baggage, sends them for screening and collects them on their behalf



**Edward Cheng** aka “Handsome”  
Lounge Supervisor

Ensures tip-top condition of the lounge and maintains top hygiene standards of our F&B



**Jessie Low** aka “JLo”  
Guest Relations Ambassador

Drives the six-seater electric buggies and escorts customers to the departure gates, making stopovers at shopping outlets upon request

## THE ROYAL TREATMENT

**A CIP is arriving /departing. What are the procedures?**

**Connie:** We will be at the gate at least 10 minutes before he touches down. Upon his arrival, we will greet him by his surname or the appropriate title.

**Relvan:** We need to check the passports —this can be met with opposition from the CIPs. Also, different airlines have different protocols. For example, for U.S. airlines, we cannot check in on behalf of a customer.

**What could go wrong?**

**Jessie:** A customer may tell us that his bags are hand-carry, when in fact they need to be checked in. This poses a problem if he wants to claim GST refunds. So, we will follow GST Refund’s standard operating protocols (SOP) and inform him to claim the refunds within two months and that he needs to bring back the same item when he visits Singapore.

**Relvan:** Ticketing issues... A customer’s booking agent may end up cancelling the flight tickets. We will liaise with the agent and get him to rebook the tickets. If tickets are sold out, we

will drive the customer to the main terminal so he can purchase the tickets on the spot.

**What are the key things to take care of?**

**Jessie:** Security is a main concern. We need to ensure that fans of celebrities do not barge in here. Our guardhouse will control the access.

**Connie:** We also ensure the privacy of every individual customer. We reserve designated places for them when they relax at the lounge. Our main aim is to keep them at ease.

**JetQuay hands out Service Star Awards to staff who display the highest standards of service. Beyond written compliments, what are the key indicators of a job well done?**

**Edward:** When customers go home happy, without any complaints! My motto is: “When customers are happy, I am happy.”

**Connie:** I know I have delivered first-class service when a customer shows his gratitude — and he keeps coming back!

*Training to be a  
JetQuay  
service staff!*

- Newcomers will undergo a two-week programme that comprises theory and practical training.
- A mentor will appraise them and teach them the right protocols of handling elite guests.
- They will then take theory and practical assessments.
- To keep staff abreast of latest developments, JetQuay works with key partners to conduct training on product knowledge, airport rules and regulations.

## TEAM ACTIVITIES

A tight-knit team can move mountains. JetQuay organises frequent get-togethers so staff can bond with one another!

