

# We Serve

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A Half-yearly Publication of UMC ServiceMaster (S) Pte Ltd



## Contract Renewal KKH and CGH

By William Teow and  
Asrah F Rahman

SingHealth renewed our service partnership with KK Women's and Children's Hospital (KKH) and Changi General Hospital (CGH) for 3 more years with the option of renewal for another 3 years. Kudos to the Management Team and our Housekeepers in delivering the services that impressed our customers. We will give our fullest commitment in supporting both hospitals to achieve their vision.

Housed in its premises at Bukit Timah Road, KKH's history started back in the colonial days in the year 1858 before it became a maternity hospital. Now, as a natural extension of the services that KKH provides for women and their newborns, pediatric services were introduced. The hospital included Singapore's first and only purpose-built Children's Hospital, which sees children from birth to 16 years old. UMC

ServiceMaster started its chapter to provide housekeeping and linen services for KKH in 1991.

Located at Simei, CGH which was officially opened on 28 March 1998, had its heritage and culture derived from its predecessor, Toa Payoh Hospital. CGH, an amalgamation of the Toa Payoh Hospital and Changi Hospital, was built to serve the healthcare needs of the community living east of the Kallang Basin. Since 1992, UMC ServiceMaster provided housekeeping services to Toa Payoh Hospital, which was closed in February 1997 and moved with them to CGH.



## “The Award goes to...”

By Sophia Lim

Back of house service providers are not forgotten in the chain of customers. Alexandra Hospital's monthly Patients' Choice Award for July 2006 was awarded to both Environmental Services Department under the management of UMC ServiceMaster Pte Ltd and the Maintenance Department under Keppel Engineering for achieving the highest patient positive feedback that month.



Winners: Juraimi Shaharan (right) and Keppel Maintenance Manager pose with Mr Liak Teng Lit (centre)

Winner of this award is based on a consolidation of the hospital's Patient Feedback Forms. Juraimi Bin Shaharan, Assistant Facility Manager represented the UMC ServiceMaster team when he received the token of appreciation at the Head of Departments meeting, presented by AH's CEO, Mr Liak Teng Lit.

Well done, TEAM !!!

## MAN FUT TONG Nursing Home

By Asrah F  
Rahman



Mohd Radzi (in white) with the rest of the Housekeeping Team at Man Fut Tong Nursing Home

UMC ServiceMaster Pte Ltd was awarded the contract for the provision of housekeeping services and kitchen helping at Man Fut Tong Nursing Home with effect from 1 June 2006.

The Man Fut Tong Nursing Home is a 4 storey building located at Woodlands

providing Residential, Respite, Day Rehabilitation Centre & Day Care Service. The team of 5 housekeepers is now led by our Assistant Facility Executive, Mohd Radzi Bin Mohd Osman whose 2 years experience at Dover Park Hospice would be valuable here.

# All in the FAMILY

By Christine Teow

Alexandra Hospital's Family Day Fun Fair on 24 June 2006 saw a different side of our Environmental Services team. Having serviced Alexandra Hospital since 2000, we now don our fun-loving hats to entice the little ones in a game of Pop the Frog and Toy Soldiers at our games booth.

Despite the competition from other booths for the young ones' attention & our slightly more expensive games, our booth was so popular that the prizes were all gone before 1.00pm. If only this was our own business.

At the Talent Quest segment, Norlelawati (Facility Executive), Rokiah (Housekeeper) & Mohd Farmi (Pest Control) even made it for the semi-finals to be held later in July. We sponsored \$200 worth of tickets to purchase food to the delight of our housekeepers. All monies collected at the event were donated to Touch Community.



Ericson & Christine with their young gamers



A little assistance to help Pop the Frog



Victor leads his team of game planners and other staff



Norlelawati - aiming for the next Singapore Idol?

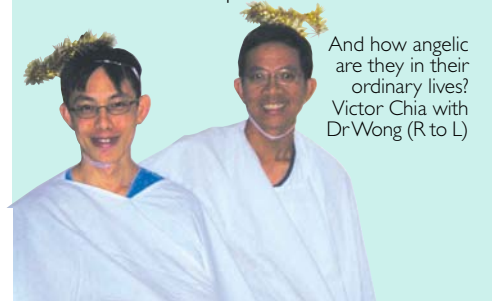


It's a wrap. Victor Chia (Standing, 2nd left) with the cast

# NURSES DAY

By Victor Chia

In dedication of Alexandra Hospital's nurses, a mini stage comedy was put up on 31 July 2006. Special thanks went to Mr Victor Chia, Operations Manager who was also roped in to have his 5 minutes of fame. Together with Dr Wong Her Shann from the Dept of Anesthesia, they played the conjoined angels representing the new nurse's conscience to remind her of the importance of her role and responsibilities.



And how angelic are they in their ordinary lives? Victor Chia with Dr Wong (R to L)

# NUH CHARITY RUN 2006

By Sophia Lim

National University Hospital held their 2nd NUH Charity Treadmill Challenge 2006 on 30 June as part of their 21st Anniversary Celebrations.

In the morning, Mr Ryan Sun, General Manager and Mr Thomas Tsang, Deputy General Manager ran with the VIPs as part of the launch of the Challenge.



Ryan, Thomas, Sioe Fa, Sophia and Samuri Slamet of the NUH CTD team running their distance for charity



L to R : Mr Kelvin Eyu, COO, ISS; Ms Cynthia Foo, Deputy Director of ES, NUH; Mr Ryan Sun, GM & Mr Thomas Tsang, DGM.

Throughout the day, runners from the different teams ran on treadmills to see who would clock in the longest distance run. The aim was to raise funds in aid of the NUH Endowment Fund - Needy Patients Programme. A total of \$68,132.00 was raised through the run as well as the auction and sale of items.

Our team from Central Transportation & Dispatch (CTD) at NUH fielded a team of 6 porters, the Facility Manager and supported by HQ runners, Wong Sioe Fa, Operations Manager and Sophia Lim, HR & Training Manager. Together, we joined the Blue Team (Admin) and covered a distance of 119.13km.

# A Testimonial from INSEAD

By Pearlyn Chong



Dedicated Housekeepers, flanked by Senior Facility Executive, Irwandi Bin Idris (Right) and Facility Executive, R Anandan (Left)

We would like to share excerpts of Mr James Middleditch's, Associate Director for Operations & Campus Services testimonial of the services rendered to INSEAD since 2004.

Much appreciation goes to Irwandi Bin Idris, Senior Facility Executive and R Anandan, Facility Executive and their housekeeping team together with Operations Managers, Mr Victor Chia and Ms Wong Sioe Fa for a job well done and to motivate our fellow colleagues to strive for excellence.

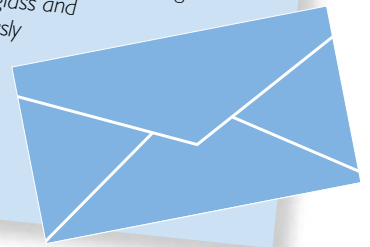
## Excerpts from Mr Middleditch's letter:

".... we have always been totally satisfied with their services and standards. The campus is kept neat and tidy at all times and the cleaning activities are carried out in a discreet, professional and thorough manner. Our expectations and levels of cleanliness are extremely high and ServiceMaster is able to meet these standards at all times.

Turnout of the cleaners is impeccable and the on-site supervisors keep a close watch and supervision of the cleaning teams at all times. Furthermore, the supervisors are very responsive and quick to deal with any of our requests or additional cleaning that is required.

During the time that ServiceMaster has been at INSEAD they have successfully helped us implement a campus wide recycling programme covering paper, plastics, glass and batteries. This has helped us tremendously in our environmentally friendly projects.

I would have no hesitation in recommending ServiceMaster as a reliable, professional and dedicated housekeeping contractor."



# HALL OF FAME

By Pearlyn Chong

In recognition of our staff who have gained commendation from our customers:

## Honest & Responsible Act

Asiah Bte Saut, Housekeeper at SAS, found a wallet on the desk left by a primary school teacher. She immediately notified Security and the wallet was later returned to the owner.

This act earned her compliments from Mr Ken Schunk, Deputy Principal for Primary School when he emailed to his faculty members: "What Asiah did was simply a decent, honest and responsible way to act... I think it is so important for all of us to pay attention to these actions and to make sure we don't overlook the opportunity to tell our students about them. .... I am also copying this message to the other people who can recognize and acknowledge her honest and responsible actions."



Asiah Bte Saut commended for her honest and responsible action

## Going the Extra Mile

Azrah Banu Bte Mohd Sultan, Housekeeper at KKH, lifted the spirits of a patient when she later found her lost diamond ear stud - which had an immense sentimental value to the patient - after an earlier futile search. The patient, who was notified of the good news was most appreciative. In addition, Azrah was also complimented by Mr Amos Phun, Principal Radiographer; when he wrote an email, "She's got this very nice personality and is always smiling...I've seen her going the extra mile to help both staff and patients."

Her professionalism in handling patients and her readiness to assist with extra tasks were also appreciated. Having been such a gem, Mr Charles Chan, Manager of Diagnostic Imaging also praised: "...Azrah truly deserves an award for the common and great things she has done..."



Thumbs Up for Azrah Banu, seen here with Senior Facility Manager, Mr William Teow

## Compassion and Excellent Performance

TTSH Hospital Assistants, Faridah Bte Salamat and Radiah Bte Said were applauded for their positive attitude. Nursing Officer, Tila of Ward 9C commented that both are hardworking and responsible workers who had shown diligent performance.



Faridah (right) and Radiah (centre) together with Mohd Ridwan, Facility Manager

They have also been compassionate towards the patients through their care and have built a good relationship with the hospital staff. It is truly a blessing to have them as part of our team.

## Tokens of Appreciation

Chan Ah Lian & Sangkaran A/L Murimuthu, Housekeepers from INSEAD were recognized for their honesty. In the course of their duties, they have found wallets, handphones, watches etc which were duly handed over to Security. In recognition



Chan Ah Lian and Sangkaran (middle) pose together with their superiors, Irwandi Bin Idris and R Anandan

of their honesty, they were each presented a commendation letter with a \$10 NTUC voucher by Ms Helen Tan, Procurement Manager for Operations and Campus Services.

# TAIWAN'S Senior Managers' Training By Sophia Lim

Mr Thomas Tsang, Deputy General Manager accompanied by Mr Stephen Choo, Project Manager and Ms Sophia Lim, HR & Training Manager joined the ServiceMaster's Taiwanese team in Hsin Chu, Taiwan to participate at their 31st Senior Managers Training from 20 - 22 July 2006.

The objective of the twice-a-year event is to bring together the Taiwanese personnel to discuss and internalize the strategies of their organization's business plan and direction, team building and cohesion through team presentations and game activities.

Their theme, "Integrated Managed Services

(IMS)" is a forward strategy plan on the future business growth in the provision of an encompassing range of services to our customers, much like a one-stop shop. There is also much emphasis on the need to hone the entrepreneurial spirit of the people so as to complement the IMS execution.

Representatives from the other regional ServiceMaster offices - Singapore, Hong Kong & Malaysia - would also be invited to participate at least once a year. It gives opportunity to learn the "what, why & how" our other offices are striving at and also allows for better interaction of sharing of experiences and ideas. Due to the larger country size, it also gives opportunity for them to re-connect with their colleagues.

Thomas with his team member passing rubber bands via straws in one of the creative team activities to encourage team work.



Sophia and her team members.

Stephen presenting in English his team's proposal of a logo and its symbolic meaning.

# Benchmarking Seminar By Asrah F Rahman



Heather Spence introducing the concept of Benchmarking to the participants

On 5 June 2006, UMC ServiceMaster Pte Ltd organized a Benchmarking Seminar held at Alexandra Hospital Auditorium. The seminar was presented by Dr Heather Spence from Food Management (NZ) Ltd who had flown in from New Zealand. Participants included managers and executives of UMC ServiceMaster. AH staff were also invited to attend the seminar.

The event kicked off in the morning with the introduction to Benchmarking and its definition. Dr Spence shared with us a benchmarking model developed by Food Management (NZ) Ltd, which were modified to suit our core business. Participants were guided through the process by selecting the KPIs that could contribute to the organisation's goals and are significant to the organisation.



Operations staff discussing their approach with Heather Spence during the workshop

A workshop followed after the seminar where groups were formed according to the business unit. Questions were discussed among the group in the area of Operations, Customer Satisfaction, Finance and Learning & Growth. A speaker was nominated in each group to present their output in identifying the KPI and Input Data for the business unit.

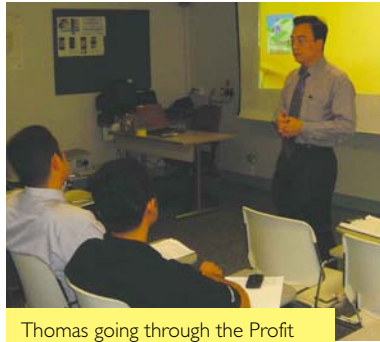
As benchmarking is one of the best tools used to monitor and manage improvement in any kind of business, participants left with a better understanding of possible tools used to achieve performance improvement.

# NEW Programmes

By Sophia Lim

The Human Resource Development division has recently rolled out new programmes for different levels of staff.

The **Basic Financial Workshop** is conducted by Thomas Tsang, Deputy General Manager. Its target audience include facility heads and executives to give them a better understanding of the accounting practices of the Company.



Thomas going through the Profit and Loss components

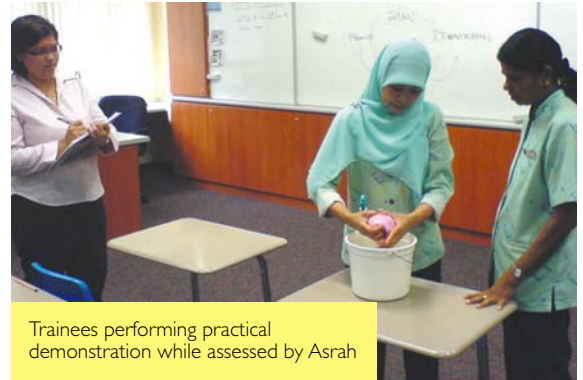
The current We SERVE programmes now has a level 2 of soft skill focused elements for those who have completed We SERVE to progress on to. The new programme, **Service Skills** is available for both Non-operatives and Operatives. This two-day programme is more intensive than We SERVE and involves participation through work books and role plays.



Trainees participating in group discussion

Cascading the role of line trainers and giving them greater responsibility and recognition are the

appointed Buddies. The **Coaching Skills for Buddies Workshop** is targeted at Operatives who have shown an aptitude to train, coach and share with new employees on the technical skills and knowledge. This programme would give them the basics in ensuring a more structured coaching process and in turn, elevate the induction process of the new comer:



Trainees performing practical demonstration while assessed by Asrah



Handling Patient in Lift

Portering service training has reached a new level with the recently launched training VCD, module 1 **“Handle & Transfer Patient”**.

One of the scenes in the VCD Training - Handling Patient in Lift

## P.A.P - PULL, AIM & PRESS

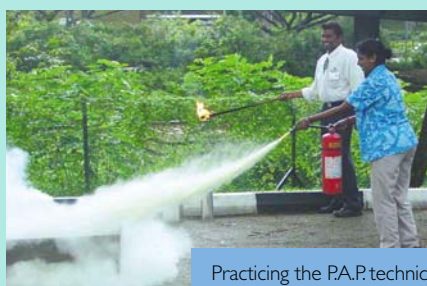
By Victor Chia

Fire! It can happen any place and any time. That's why our staff have to be always ready to handle a fire emergency. To ensure their readiness, a fire training session was conducted on 31 March 2006 for kitchen and housekeeping staff by Alexandra Hospital's Fire Safety Officer.

This was the first session for the year and comprised a theory session followed by a practical hands-on session in the car park.



“Never point it at a person”



Practicing the P.A.P. technique with the fire extinguisher

## Training @ Kester

By Asrah F Rahman



Asrah, HRD Officer assessing one of the trainee's knowledge on the chemical used when performing general cleaning

Refresher training on 'General Cleaning' was conducted in July for the housekeepers at Kester Components Pte Ltd which has been a long time customer of UMC ServiceMaster Pte Ltd. The housekeepers, managed by ServiceMaster, comprise of 4 Kester staff and 1 ServiceMaster staff.

The objective of the training is to instill the foundations of the ServiceMaster housekeeping concepts. The 3-day training included Housekeeping Etiquettes, ServiceMaster's 7 Step Cleaning and Practical Assessment.

# KKH ETM By William Teow

Our 3rd Employee Team Meeting (ETM) for the year was held on 30 June 2006 with the theme of Healthy Lifestyle - "Eat healthy, Live healthy". Mr Sebastian Low, Catering Manager of KKH Kitchen was invited for a demonstration of preparing healthy dishes to our staff. The 3 healthy dishes namely Tuna sandwich, Salad in special sesame dressing and Salad in spicy dressing are not only easy to prepare, but our staff brought home the message that healthy food can be tasty and inexpensive too. Most importantly, healthy living starts by eating healthily!

The following awards were given to deserving employees: Best Zone Award, Best Trolley Award and Employee of the Month Award. This is followed by a cake cutting ceremony for the birthday celebrants.



Birthday Celebrations



Mr Sebastian Low demonstrating the preparation of healthy dishes



Award winning staff pose with Chief Operating Officer, Mr Steven K Sobak

# AMSEA's Employee Team Meeting By Seah Kang Lai

It had been a successful year for UMC ServiceMaster Pte Ltd team at AMSEA. Another ETM was convened where UMC ServiceMaster staff at AMSEA had gathered together for this half yearly affair which was held to recognize and award deserving staff for their hard work and commitment. The event was held on Wednesday, 5 July 2006 in Koh Samui Room at Applied Materials South East Asia Building located at Changi Business Park Vista. Mr Thomas Tsang, Deputy General Manager, gave the opening speech where he thanked all the staff for their contribution to the success of the team's performance.

Thereafter our guest Mr Alfred Hee, Senior Facility Engineer also addressed the audience whereupon he underlined the overall satisfaction with the team. He further reiterated his trust and desire to more good years with UMC ServiceMaster at AMSEA. Awards were given to the following staff for their outstanding performance:



Attentive Listeners



Thomas thanking the staff for their contribution to the success of the team's performance



Birthday Celebrants for the month of July

- The Best in Punctuality** - Mr Chng Boo Seng
- The Best in Attendance** - Mr Mohd Sukhairi Bin Abdul Ghaffar
- The Best in Commitment** - Mr Sahari Bin Sam
- The Best Housekeeper** - Mdm Lim Beng Chan
- Excellent Work Performance** - Ms Sherlyn Lim & Ms Adeline Gean

# ETM @ SAS By Asrah F Rahman

During the summer school break, the UMC ServiceMaster Pte Ltd team at SAS organized their Employee Team Meeting (ETM) on 26 July 2006 at the High School Cafeteria. This was an opportunity for staff to gather for some entertainment, fun and games. Performance awards and Training awards were also given to outstanding housekeepers and training participants who successfully completed various programmes held in June.



Training Participants pose together with Sophia and Asrah, HRD Officer (2nd from right)



Staff participating in a musical chair



Sophia Lim, UMC ServiceMaster's HR & Training Manager, presenting a Training Certificate to Ismee



# BBQ By Victor Chia

The boys sure know how to have fun

Having worked hard, Ericson Teoxon, Facility Executive (Linen) with the help of his fellow colleagues organized a BBQ event for the Linen staff on 1 April 2006. Ms Lynette Goh, MMD Manager and her team were invited for the informal makan session.



We can see who's in charged of the fire. One WORK, the rest EAT!

# 9<sup>TH</sup> Quality Convention & Farewell Tribute

By Pearlyn Chong

The theme of our 9th Quality Convention held on 27 July 2006 was 'Customer Retention'. Kicking off the theme was a skit 'Go the Extra Mile' to reinforce the concept of value-add service which would be a motivator to our customers to retain us.

In addition to the usual Performance Recognition Awards and people development training certificates presentation, this Quality Convention would also be very memorable for Mr Ryan Sun, General Manager. Incorporated into the event were several surprises to bid him farewell and to wish him all the best in his new job posting in another UE subsidiary, UE IEM in China.

The first surprise was the appearance of his family who were secretly invited by the committee to join us at the celebration. His speech where he shared some of his memorable moments in UMC ServiceMaster brought memories and laughter. A video - photo montage capturing past and recent events interspersed with messages from some personnel was a tribute to a man who has been with the Company for 11 years. And not forgetting the birth of the idea for this newsletter; he was presented with a special edition framed poster of "We SERVE" to take along with him.

The Quality Convention and the newsletter were just some of the things he had introduced into the organization. And it is only fitting that the Quality Convention was a platform for us to stage a farewell and to wish him all the best as he enters a new chapter in his career and life.



Thomas Tsang with the Certificate of Commendation recipients



Performance Recognition Awards Winners with Ryan Sun and K L Wang (Regional General Manager of ServiceMaster)



Ryan, unveils the special edition poster of We Serve featuring his 11 year journey with UMC ServiceMaster



Thomas presenting a bouquet of flowers to Ryan



Ryan expressing his heartfelt gratitude



A scene from the skit, Go the Extra Mile



Posing as a family one more time....

# SPARROWHAWK II

By Sophia Lim

Some years back, Singapore was faced with SARS. With the anticipation that there may be a possibility of a bird flu pandemic, the Ministry of Health (MOH) was certainly going to prepare itself for the worst, having learnt many lessons from SARS.

On 21 & 22 July 2006, a bird flu pandemic in humans was simulated, suitably called Sparrowhawk II. This island-wide drill included schools, immigration check-points, polyclinics and public hospitals.

Our environmental and central transportation & dispatch services teams based at the various hospitals such as Alexandra, KK Women's & Children's, Tan Tock Seng, Changi General, National University Hospital and Mt Alvernia were also involved in the drill. The exercise escalated the different levels of alert over the two-days.

Our housekeeping teams' roles were crucial to ensure that sanitizing and disinfection were constantly done at all times to prevent the



A Housekeeper sanitizing an ambulance after an infected patient has been transferred

possible spread of germs, while ensuring that they followed strict personal protective requirements to ensure that they do not accidentally become the carrier.

Same goes for our porters who were tasked to transport



The lift where an infected patient has been wheeled out is locked and disinfected by a Housekeeper before opening for public use again

patients from the A&E Department to the Isolation ward or other wards according to the route allocated by the hospital. It was not easy for many who had to don the PPE - N95 masks and gowns etc, for a period of time whilst doing their work.

Being in the frontline, our porters from NUH were complimented by the Assistant Director of Nursing who thanked

the supervisors - Mohd Taha, Shamsulbahri and Hafidzah - for their involvement and strictly complying with the structured training provided by NUH.

The staff went through many training and briefing sessions on housekeeping as well as bird flu procedures, safety precautions including personal protective equipment over the last two months and even held their own in-house drills to check for readiness and to fine-tune any lapses.

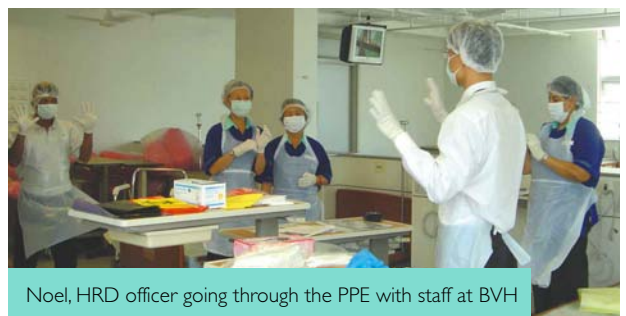
The exercise went successfully and we encourage our teams to continue to be always ready.

## Infection Control TRAINING

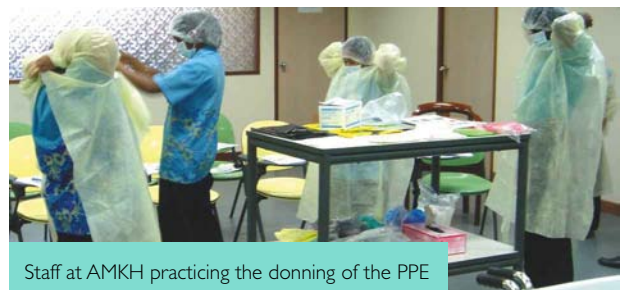
By Asrah F Rahman

As part of our people development programme, UMC ServiceMaster Pte Ltd had taken steps to ensure that our team can perform consistently on the skills competency and prepare them on emergency readiness should the need arise in response to any pandemic. With the support from UMC ServiceMaster's HRD Team, a series of Infection Control Training were conducted at Ang Mo Kio Hospital and extended to other facilities such as Bethany Methodist Nursing Home, Bright Vision Hospital and Dover Park Hospice.

Isolation cleaning procedures include the donning of Personal Protective Equipment (PPE); chemical/cleaning solution identification and its dilution rate; cleaning clothes colour identification; waste identification and disposal (general & biohazard) and the terminal cleaning procedures. Staff were then assessed in the Donning of PPE and Handwashing Techniques.



Noel, HRD officer going through the PPE with staff at BVH



Staff at AMKH practicing the donning of the PPE

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