

KFEM

Connection

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The Next Great Leap

By Jordan Neo

Some years ago, when I was with the previous business, I spotted a Senior Property Executive whom I had wanted to groom. I thought he had the right attitude and the potential to excel. To my surprise, he tendered his resignation before I could even share with him my intentions. Without wanting to waste any more time, I sought him out for a good chat to understand why.

Until then, I had no idea he was so disillusioned with his immediate management.

He confided that he was looking at the organization and he could not see in it where his future lies. He was not content with simply 'falling in line', skiving, and working for a boss who had no intention of moving subordinates upwards because then, they would not be able to 'contrast' him. And there was no newsletter, no incentive trip, nothing from the top management that showed that he was recognised, let alone valued.

It was too late for me to dissuade him from leaving for a new offer, but I learnt a valuable lesson.

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Feedback on GEMS training

"Nothing really new on customer service, but the training does give us a different perspective, such as treating our subordinates, peers and even contractors as our 'internal customers'. With that in mind, it does give a somewhat new spin to the concept of 'Customer Service'. Also, we realise that we should avoid saying 'Don't mention it' in reply to compliments. The trainer correctly pointed out that we were really being hypocritical by trying to sound too humble! The best way is to accept compliments graciously, with a 'Thank you' or 'You're more welcome'.... And the mathematical game was very telling..... We all failed, I think, showing that we were

- Khadijah Bte Yaakub, BU 6,
Condominium Manager, Binjai
Crest

"It was quite fun, like a Team Building event but less physical. But in the practical context, after going the first extra mile... what next, I wonder? How about the second, third or even *n*th extra mile after that? For the group of irrational customers - who will always fall outside the typical scenario - how are we to continue with them? This is something we have to balance and think about. Still, I do agree it will do everyone good if we can just try to understand their perception, activate service recovery, and empathise instead of immediately saying, 'No, it's not our policy to do so.'"



- Derek Loh, BU
2, Condominium
Manager,
Sanctuary Green

The Next Great Leap

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The incident gave me compelling motivation to get to know ground staff on a deeper level. The management needs to let staff know what is in store for them through regular communication, and only then can they feel a sense of comfort, belonging, and a desire to grow in the organization. Unless the commitment of a company is made known, it will be 'bleeding' away valuable staff and die even before it knows it.

When dissatisfaction is built over time, sometimes aided by distorted facts or suppressed truths along the way. It takes commitment and perseverance from the management to build a healthy working environment that can combat negative sentiments.

In the same way, when it comes to managing staff expectations, I feel it is a good time to engage more key players from site in management issues. I'm exploring to do this by including CMs in our Team Manager's Meeting every month, and also including Team Managers in our Director's Briefing once a month. We will also be seeing alot more schemes that will improve communication, such as this newsletter, the IDEAS Scheme, our revamped website and more. Also, I have recently been meeting CMs on an one-on-one, weekly basis. Feedback from the CMs has been very encouraging, all the more convincing me that sincere, open communication is truly the way to go.

So with this inaugural issue of KFEM Connections, we hope to open more doors (and pages too) for staff to tune in to the heartbeat of the organization, and vice versa.

This newsletter is for you. Enjoy!



Contractor Spotlight:



If you find this logo a tad familiar, you're not alone! Being one of our corporate sponsors supporting the production of our GEMS survey forms, e-Cleaning Solutions is also one of our accredited contractor, currently handling the cleaning services at Lincoln Lodge.

It was also the contractor responsible for the cleaning of the external facade of Ardmore Park sometime ago. Its other projects include The Atrium @ Orchard and the revamped Orchard Point.

For more information on e-Cleaning Solutions, please visit www.e-cs.com.sg.

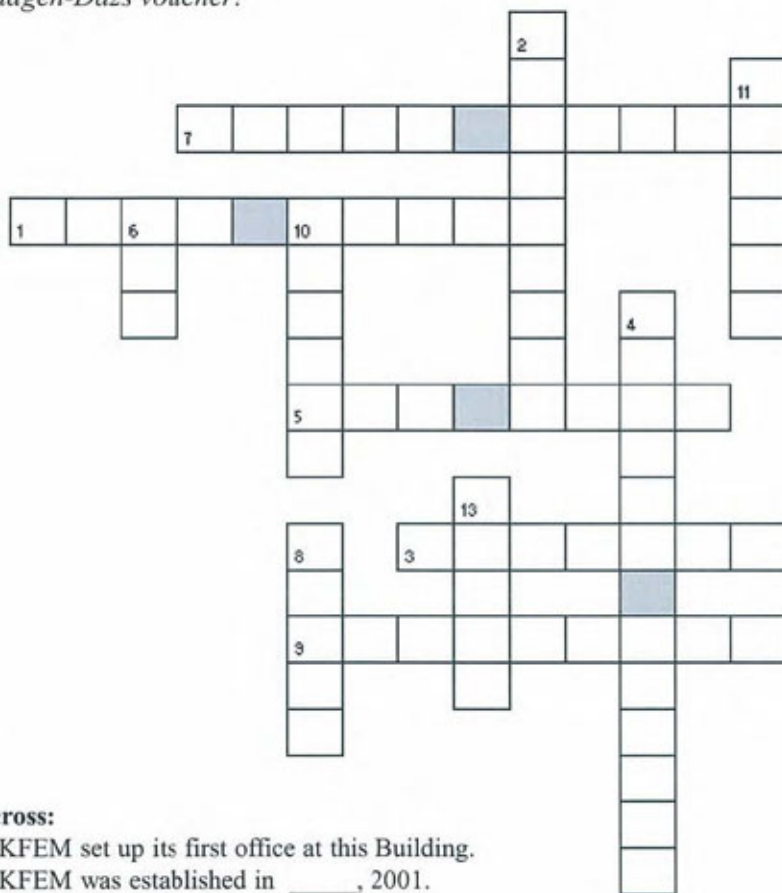
KFEM Connection

The KFEM Crossword #001

How well do you know our company? For a start, try solving this puzzle!

Fax your completed puzzle to Michelle Lim at 6372 3001.

The first 3 staff members to get all answers correct will each receive a \$10 Haagen-Dazs voucher!



Across:

1. KFEM set up its first office at this Building.
3. KFEM was established in _____, 2001.
5. Where is Newmark, our Global Partner based?
7. This area houses the highest concentration of commercial/mixed development properties under KFEM management.
9. One of our latest projects: The Pier at _____.

Down:

2. The "I" in the KFEM P.R.I.N.C.I.P.L.E.S stands for _____.
4. Where was the last Staff Bowling event held?
6. The initials of the institution with which KFEM exclusively conducts bi-annual seminars.
8. Training for Building Supervisors and Technicians are held every _____ months.
10. The names of three of our managed condominiums in the East contain this word: _____.
11. Staff who successfully introduce referrals for estate management will be given _____ % of the first month's nett MA fees as an incentive.
13. Our projects: "Clear _____" and "Bay _____".

Note:

- Each staff is only entitled one entry.
- All entries must reach Corporate Communications Department by 31 Aug 2006.
- Answers and winners will be published in the next issue of the KFEM Connection.

Congratulations!



With effect from 11 August, Norman Bin Mohamed of BU6 will be promoted to Condominium Executive and transferred to Laguna Green.

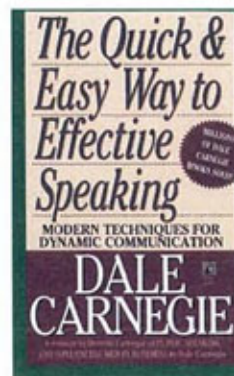
Norman started with us as a technician in September 2002. He was promoted to Condominium Officer of Eastern Lagoon II in May 2003. Says Norman, "I'm happy with the new challenge! But I'm not too sad about leaving Eastern Lagoon II cos it's just across the road from my new site. So it's not really goodbye!"

Guest Book Reviewer:



- Stephen Ong, BU 3, Condominium Manager, Queens

"This book gives you good tips on effective speaking, but you need not try to use them all at once. I suggest picking the one or two you like the best and work on them. Once you perfect them, or decide you don't like them, try something else. For example, I like the author's suggestion of using names when you tell a story. Who would remember "a hero with no name"? This book is strong on its colourful examples and the author's ability to relate to his readers through them. I also like the fact that he cites ordinary people to show how real people have good insights into life."



This book is available for loan from the KFEM Library! Contact Michelle Lim, 6372 3002 for details.

KFEM Knights!

You may remember him as the talented guitarist during our 5th Anniversary Celebrations, but did you know that Dick Isaac Ong also packs a mean punch, literally?

The hunky Condominium Manager of Melrose Park, BU3, was in fact a Gold medallist in the 1984 National Championship where he fought in the middle-weight Boxing category. He also brought home the Silver medal in the 1985 Southeast Asian Games. *Don't play play eh.....*



Dick with Fandi Ahmad at the 1991 Manila SEA Games.



The 47-year-old still maintains a rigorous routine of jogging, skipping and working out at the gym everyday.

In his previous company, Dick even managed to introduce Boxing as a Staff Recreational activity! So ladies and gentlemen, you now know whom to call if you'll like to pick up the sport.....

(Oh yes, for the benefit of those as curious as I was, I also took the opportunity to ask about his exotic good looks.)

"I'm Chinese lah," he laughed. "I probably just have some Eurasian blood on my forefathers' side..... somewhere!"

Psst... If you know of any "Knights" with hidden talents or superpowers, give us a tip-off! :)

IDEAS Suggestion Scheme

At KFEM, we believe in addressing our staff's needs the best way we can. We welcome any valuable suggestion; and we want to reward you for it. Do submit your suggestions to the IDEAS Committee at feedback@kfem.com.sg!

A) Rewards for Individual Staff

Suggestion does not meet full set of criteria*	0 IDEAS
Suggestion meets full set of criteria*	+ 10 IDEAS
Suggestion implemented	+ 5 IDEAS

* Criteria:

- Your suggestion must give practical benefits.
- It should save costs / improve service quality.
- It must be original to KFEM.
- It should not violate any legal considerations or any of our corporate values.

Your active participation will also translate into significant benefits for your BU. We will credit your BU with the following quality points, as long as there is a minimum of one idea generated from the BU within a calendar month.

B) Rewards for BU

Suggestion meets full set of criteria*	+ 10 Points
Suggestion implemented	+ 5 Points

This means that for every successfully implemented suggestion, the individual staff will be awarded 15 IDEAS in total. In this instance, the BU will also be credited 15 points, in addition to the IDEAS earned by the individual staff. The maximum number of points a BU can gain in a month is 30 points, which means that a maximum of 2 ideas per BU per month will qualify for BU points.

Rewards for Top 3 Suggestions: \$300 each

Additional Rewards for Top 3 Suggestors

Staff with highest total of IDEAS	\$500
Staff with 2nd highest total of IDEAS	\$300
Staff with 3rd highest total of IDEAS	\$200

Please help us do all we can to improve the working environment for everyone!