



By Jordan Neo

There are many reasons why people work: While most people do it for a living; others work because they love what they do; the exceptional few work because they want to help others make a difference in life.

If you belong to the first group, this article is worth your reading. Have you ever considered how you could enjoy your work a lot more just by seeing it from a slightly different perspective? Well, it may or may not increase your pay but I believe it would certainly make life a lot more interesting. Like it or not, we spend 30 percent of each day and half our life-time working!

Have you ever wondered what motivates an average cleaner? Recently, I read about an extraordinary hospital cleaner who sees work quite differently. Obviously, she cannot escape the mundane tasks of sweeping and mopping the floor day after day. Technology has improved but the floor is just as dirty every day, and the rubbish never stop coming. Interestingly she does not resent seeing littered floors, because it means her job is secured as there is always work for her. Surprisingly at her level, she could see herself contributing to the wider success of the hospital. Well, her understanding is this: Cleanliness affects the patient's choice of a hospital. If the hygiene standards are low, patients won't come to the hospital even if the doctors are highly skilled. By keeping the hospital clean and hygienic, she is making a big contribution to the success of the hospital!

Now let's take a look at our job in KFEM. I honestly can't think of a position as mundane as those of a cleaner. Being in this challenging industry, we face constant pressure and sometimes unreasonable treatment from our customers. However, can we not find meaning and significance in our work beyond just trying to keep the buildings going and occupiers happy?

Let me help you along. Have you ever considered new ways of fixing old problems? Have you ever challenged yourself to performing an old task with less effort and in shorter time? Do you ever wonder what is in there for a sprinter who trains three times a week running along the same track, trying to break his old record? Try this – make an attempt to challenge yourself in making new improvements and learn to enjoy the satisfaction of its outcome.

If focusing on the micro aspects of your job is not what you enjoy, what about a total reorientation of what your job really mean to others? Do you know that you are making very big contributions to the nation? Did it ever occur to you that being a building maintenance person, you are looking after the wealth of the nation? Our properties are in fact the Singaporean's dream in your hands. The next time people ask you what you do for a living, what about telling them that you are responsible and control one of the 5Cs of our Singapore life style?

In summary, our work matters and our orientation makes life more bearable if not interesting. Enjoy the next challenge at work, enjoy your life.

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Congratulations to the winners!

Best Business Unit Award

1st: BU 5

2nd: BU 3

3rd: BU 2



Best Managed Estate Award

1st: Twin Regency, BU 5

2nd: Mera Prime, BU 2

3rd: Glendale Park, BU 3



BU 2

Best Condo Manager: Joanne Oon, Ivory Heights

Best Condo Officer: Cindy Wong, Dover Parkview

Best Building Supervisor: Liew Tin Qui, Regent Heights

BU 3

Best Condo Manager: Frank Ng, Laguna Park

Best Condo Executive: Norman Bin Mohamed, Laguna Green

Best Technician: Zainal Bin Bakee, Melrose Park

BU 5

Best Condo Manager: Alvin Chan, The Chuan

Best Condo Executive: Astley Tan, The Cornwall

Best Technician: Abdul Wahab Bin Atan, Newton Gems

KFEM IDEA\$ Suggestion Scheme

1st: Callen Lee

2nd: Ibrahim Bin Abu

3rd: Pragas Krishnan

KFEM Lunchtime Challenge

1st: Sandy Sim

2nd: Stanley Lee

3rd: Grace Kwan

Best BU: BU 3

Congratulations also to the 55 staff who have received the Certificates of Excellence

- For full attendance for all BU Meeting & Full attendance for Bi-monthly Training Session

- Zero MC, Zero Unpaid Leave



'I am very happy to have won the 'Best Estate' award which is made possible with the teamwork from everyone - my BU head, Team Manager, fellow colleagues and the term contractors. Twin Regency is like my second home and I will definitely want to make 'my home' as conducive and well-maintained as possible.'

- Karina Chan, CM (in white) together with her Twin Regency team

BUSINESS UNIT 2

Best CM:



Joanne Oon, Ivory Heights

Joanne manages Ivory Heights, a 654-unit HUDC estate. Her helpfulness has not escaped the notice of her BU head – she has even cut short her maternity leave to prepare for her estate's AGM.

Best CO:



Cindy Wong, Dover Parkview

Cindy always goes the extra mile for the clients. Her hard work was noticed within a year of joining Dover Parkview, she was promoted from Admin Officer to Condo Officer.

Best Building Supervisor:



Liew Tin Qui, Regent Heights

Tin Qui joined KFEM in 2005. He is a quiet worker who supports the CM well and keeps everything in the estate functioning.

BUSINESS UNIT 3

Best CM:



Frank Ng, Laguna Park

Frank manages Laguna Park, a 31-year old estate with 513 units. He is able to manage the expectations of his 14 council members by being task-oriented and working smart.

Best CE:



Norman Bin Mohamed, Laguna Green

Norman handles all administrative and maintenance operation of Laguna Green, a 120-unit estate. His hard work has not gone unnoticed and he was openly praised at the last AGM.

Best Technician:



Zainal Bin Bakee, Melrose Park

Zainal is an independent worker and is well liked by Melrose Park's council members for being hardworking and pro-active.

BUSINESS UNIT 5

Best CM:



Alvin Chan, The Chuan

Alvin is very dedicated and committed to his work and is not afraid of challenges. He has even taken leave from his part-time studies to focus on his work when the AGM was drawing near.

Best CE:



Astley Tan, The Cornwall

Astley is one of our ex-staff who rejoined KFEM in 2005. He handles everything single-handedly at The Cornwall, a 99-unit estate at Holland area. He is well-liked by the clients for being a reliable worker.

Best Technician:



Abdul Wahab Bin Atan, Newton Gems

Wahab started off as a general worker before he was promoted to technician. He is very committed to his work and never fails to learn new things to update himself.



Opening address by KFPL Managing Director, Mr Danny Yeo



KFEM management together with Mr Danny Yeo



Smiles of Staff receiving the Certificates of Excellence from our Senior HR Manager, Ms Carys Tng



Lim Kok Beng, The Madeira



Intan Nur Lyana, Guillin View



Oh Boon Leng, Lilydale



Alvin Chua, Aquarius by the Park



Chiok Hwee Kian, Parc Oasis

Congratulations to our top 3 staff with highest number of IDEA\$ suggestions!



1st: Callen Lee, BU 3



2nd: Ibrahim Bin Abu, BU 3



3rd: Pragas Krishnan, BU 7

For submitting the highest number of accepted IDEA\$ suggestions, these 3 staff walked away with cash prizes! Please see pg 6 for the list of accepted suggestions!

Sudoku queen Sandy Sim from BU 3 won the KFEM Lunchtime Challenge held during the Bi-Monthly Trainings.



1st: Sandy Sim

Chong Ming, Badminton



Ester, Golf

Carisa, Bowling



Ibrahim, Food Hunt

Yeow Meng, Fishing



Joanne, Food Hunt



Ghani, Soccer

Appreciation for KFEM Recreation Committee 2008/2009

A big thank you to our recreation organisers for the exciting activities organised for staff!

THANK YOU!

Complimentary letters
for our staff

My appreciation to **Ann Toh** for the works being done to improve Kovan Melody – the controlling of stray cats and the painting of carpark.

- Douglas Chua,
Kovan Melody

Thanks to **Julie and your team** for a well organised AGM – I think almost everyone was pleased with the outcome.

- David Owens,
Draycott 8

Well done, **Karen Chin**, for the handling of the illegal shoe cabinet incident which caused obstruction to the common area.

- Emily Ng and Luke Toh,
The Dew

Congratulations to **Lenny, Venis and Desmond** for the successful conduct of Summerdale's AGM! It goes to show that the SPs have confidence in your work!

-Raymond Lim, **Summerdale**

Just a quick note to **Julie and the team** at Draycott 8 for doing a wonderful job! You really make a difference.

- Edward Bang,
Draycott 8

We want to thank the **management team**, cleaning and security personnel of Twin Regency for making my daughter's first birthday incredible!

- Michelle Shaun, **Twin Regency**

Appreciation to CM, **David Soon** for the prompt pointing out for the unguarded security door to the top water tank of an unit and the immediate deployment of a guard.

- Lim Chun Huat, **The Madeira**

Congratulations for **Amy Foo's** promotion to Team Manager, as well as **Ynez Toh's** hard work and **Lim Kok Beng's** award on KFEM's Excellence Day! Well done for their consistent hard work and dedication.

- Lim Chun Huat, **The Madeira**

Thank you to **Muliani** for your prompt action in resolving the issue of the neighbour's large wooden shoe cabinet blocking the common corridor.

- Mr and Mrs Ng, **The Eden**

We greatly appreciate **Amy Foo's** efforts to combat the spread of H1N1 in the estate after a case was discovered. On her own superb initiative, she bought thermometers, face masks, gloves and hand sanitizer and introduced visitors to fill up the contact tracing forms. Well done!

- Lim Chun Huat, **The Madeira**

I would like to extend my sincere appreciation to the **team at Residences@Evelyn** for all the hard work. Ms **Puziah** has proven to be very approachable, responsive and dedicated in executing her responsibilities for the past few years.

- Mr Setya Novanto,
Residences@Evelyn

As one of the early owners of Twin Regency, it is obvious that since **Karina Chan** took over as CM, the condo's maintenance and operations have greatly improved. Keep up the good job!

- Wong See Meng, **Twin Regency**

My thanks to **Choon Huat** for your presence in WaterPlace. You have acted very professionally; and really shown your honesty and integrity to maintain the reliability and credibility of KFEM.

- H K TANG, **WaterPlace**

CONGRATULATIONS on your promotion!

Amy Foo [BU 2]

Promoted from Condominium Manager, The Madeira to
Assistant Property Manager, HQ

Cindy Wong [BU 2]

Promoted from Assistant Condominium Manager to
Condominium Manager, Dover Parkview

Jennifer Yap [BU 2]

Promoted from Accounts Assistant to **Accounts Executive**

Vincent Chong [BU 3]

Promoted from Associate Director to **Director**

Julie Leong [BU 5]

Promoted from Property Manager to **Associate Director**

Serene Yap [BU 5]

Promoted from Condominium Executive, Bukit Timah Plaza to
Condominium Manager, Pavilion 11

Fong Chin Phang [BU 7]

Promoted from Condominium Officer, WaterPlace to
Condominium Manager, Beaverton Court



IDEA\$ Suggestion Scheme

Your suggestions are important to us, and we want to hear your ideas on how we can improve your work area, as well as raise quality and productivity for KFEM. You can send in your suggestions to idea@kfem.com.sg

Below are the accepted suggestions for the last quarter!

Operations

Callen Lee Manhattan House, BU 3	Introduce a general serviceman to take care of general works for sites without staff.	1
Callen Lee Manhattan House, BU 3	Provide colour printing services for sites without colour printer. HQ to charge for such service.	1
Callen Lee Manhattan House, BU 3	At TM/BU level, collation of orders for bulk purchase and service contracts when awarding contracts. This will save costs for clients and serve as a value-add.	1
Callen Lee Manhattan House, BU 3	Create a beatbook to be kept at strategic places eg guardhouse for sites without site staff to sign in so that presence at site is recorded officially.	1
Callen Lee Manhattan House, BU 3	Set up a platform eg forum or email channel for staff to exchange ideas and issues relating to work. To promote cohesion and regular communication	1
Grace Kwan HQ, BU 3	Sharing of outcome of trial works eg for energy saving programs.	1
Rizam Bin Johari The Pier At Robertson, BU 3	To include contractors of other services into KFEM accredited contractor list such as fire protection services, air con services, auditors and legal advisors.	1
Pragas Krishnan HQ, BU 7	Hiring own internal delivery/courier person - it may be cost effective to do own deliveries. Charge the MCST for this service.	1
Pragas Krishnan HQ, BU 7	Have TM/potential CM to assist Start-up team in the process to improve efficiency and additional manpower support.	1

Human Resources / Training Sessions

Pragas Krishnan HQ, BU 7	Interview preparation for staff transferring to new sites	1
Yap Sin Bin Sandalwood, BU 2	Input training notes in website for staff to print if required.	1
Karina Chan Twin Regency, BU 5	Materials for CM Forum should be circulated to all for reference.	1
Muliani The Eden, BU 5	To circulate via email to the CMs/ Sites all the powerpoint of the items covered during training.	1
Florine Kwong Newton Suites, BU 7	A 15min grace period for training and subject to valid reason to be late. To be implemented: Arrival and attendance-taking from 11.45am. Programme to start at 12pm	0.5

Corporate Communications

Callen Lee Manhattan House, BU 3	To promote IDEA\$ with cash awarded to different categories of implementation.	0.5
Callen Lee Manhattan House, BU 3	Regular broadcast through circulars on suggestions received and accepted.	1
Callen Lee Manhattan House, BU 3	Introduce KFEM calendar for each site.	1
Callen Lee Manhattan House, BU 3	Set up a Volunteer Work Group in KFEM and help needy in society. Improve organization's corporate image.	1
Callen Lee Manhattan House, BU 3	Arrange for MD dialogue session or kopi session to hear staff' direct feedback	0.5
Ibrahim Bin Abu Riviera Residences, BU 3	Use recycled paper for KFEM challenge and BMSMA quiz	1
Julie Leong HQ, BU 5	Improve presentation folder by printing KFEM logo	1
Carisa Chu HQ, BU 5	Corp should be involved in the birthday celebration. As part of KFEM family, every dept should be given the opportunity to perform	1

Food Hunt @ Mad Jack 9 July 2009

We are very serious about food. So serious that our new Food Hunt organising committee consists of a 7-member team from Bukit Timah Plaza!

Around 50 staff headed down to Bukit Timah area to this Mad Jack restaurant which serves Aussie-style western meals.

With each set meal consisting of a main course, yummy brownie with ice cream and drink, all of us walked out feeling 'belly happy'!



Our Soccer Team: KFEM United



For our June match against SIA Cargo, we won 4-2! Our top scorers were Hadi (3 goals) and Mardy (1 goal).

Thanks to **Abdul Ghani (The Eden, BU 5)** for continuing as our soccer organiser!

Congrats to our staff **Mohamed Alseri from Honolulu Tower (BU 5)** for winning the Malaysian Super Series 2009, 3rd place for Round 3, at Sepang International Circuit!

To thank KFEM and his bosses for the support, he even has KFEM's logo on his bike!



KFEM Boat Fishing Trip @ 20 June 2009

First, we would like to thank **Yeow Meng from Parc Oasis, BU 5** for continuing as our Fishing Organiser! For this boat fishing trip, we have some new faces including 2 ladies joining for the first time! Looks like they had a great catch on that day!



ting the ball



TRANSFORMERS MOVIE NITE @ 2 JULY 2009



A record 60 staff joined us for this blockbuster movie, *Transformers: Revenge of the Fallen*, on 2 July at Orchard Cineleisure.

This is organised by our new movie organisers from BU 3, **Frank Ng** (Laguna Park) and **Hanny Tan** (Melrose Park).



To reiterate the house rules for Movie Nite and Food Hunt:

1. Staff who have not gone for the previous Movie Nite/Food Hunt event will be given first priority for the places.
2. If you have gone for the last event, you would be placed on the waiting list and accorded a place after the staff with first priority are registered.
3. If you cancel your registration on the day of the event, you would have to reimburse the company. 