



Get Spotted!



Some cabbies who have stepped out of their taxis to help passengers with their shopping items and luggage have been spotted by our very own service audit officers!

On average, seven in 10 cabbies have been spotted helping during spot checks

conducted weekly. Cabbies “caught” in the act were rewarded with 10 service performance points on the spot.

If you haven’t been spotted, why not step out of your taxi today and help a passenger in need? You may just get spotted!



好司机好榜样!

根据我们的服务审计员观察,不少德士师傅都会下车帮忙乘客提购物袋和行李。

在每周进行的突击检查中,我们发现在每 10 名德士师傅当中,平均有 7 人会帮忙乘客。“被逮到”的德士师傅,将当场获得 10 个服务表现积分。

如果你还未获得奖励,何不在今天为有需要的乘客伸出援手? 你可能获得表扬!

From Strangers to Friends

Fancy making friends with a stranger in a mere few minutes?

That was what happened to Cabby Ong Hwee Hong (SHC1630P) last July when he picked up Australian tourists, Mr John Feillafe, his wife and his sisters.

When Cabby Ong found out it was their first visit to Singapore, he recommended tourist attractions they could visit. He even entertained them by belting out popular songs in the 60s, much to the delight of his passengers, who sang along. From that chance trip was the start of a lasting friendship.

Mr Feillafe never forgot about Cabby Ong. Wrote Mr Feillafe: “Cabby Ong is the best taxi driver that we ever had anywhere in the world and you have a true gem and a gentleman in your midst.”

True enough, when Mr Feillafe’s sister and her family came to Singapore a second time, they contacted Cabby Ong immediately.

Said Cabby Ong: “I see myself as an ambassador representing not only the taxi industry but Singapore as well. It’s a bonus when customers, whether local or foreigners, become my friends.”

从陌生人变朋友

想不想在短短几分钟之内，和陌生人交朋友？

去年 7 月，德士师傅王飞鸿 (SHC1630P) 接载澳大利亚游客 Mr John Feillafe、他妻子和姐妹时，便和他们一见如故，打成一片。

当王师傅知道这是他们第一次到新加坡时，就热情地为他们推荐本地的热门景点，甚至还大唱 60 年代的多首经典好歌，令众人喜出望外，跟他一起引吭高歌。这次偶然的邂逅，遂成为他们彼此之间深厚情谊的开始。

Mr Feillafe 也因此对王师傅留下十分深刻的印象。他说：“我们走遍全世界都找不到像王师傅这么棒的德士司机。他是真正的绅士，也是你们公司的王牌。”

事实上，当 Mr Feillafe 的姐妹第二次到访我国时，便立即联络王师傅。

王师傅说：“我希望自己不仅是德士业的大使，还能代表新加坡与游客交流互动。和本地或海外乘客做朋友，是额外的红利。”



GO ONLINE FOR RENTAL AND CALL LEVY SUMMARY

You will need the 2013 Rental and call Levy Summary to file your income tax. You can save the hassle of making a trip to the company by:

- Providing the Company with your email addresses so that the 2013 Rental and call Levy Summary can be sent to you by the Company via email.
- Logging into the Driver Portal (<http://driver.cdgtaxi.com.sg>) to retrieve the 2013 Rental and Call Levy Summary. Simply click "My Account", and select "Rental/Call Levy - IRAS".

上网索取租金与电召费结单

德士师傅报税时，须呈交 2013 车租及电召费结单。只要通过以下方式，德士师傅就不必亲自到公司一趟：

- 向公司提供您的电邮地址，以便公司通过电邮方式向将您 2013 年的车租与康联费通过电邮发送给您。
- 登录司机门户网站 (<http://driver.cdgtaxi.com.sg>)，索取 2013 年的车租与康联费结单。只需点击“My Account”，选择“Rental/Call Levy - IRAS”。

Wishes Come True for Boy Who Loves Blue Taxis

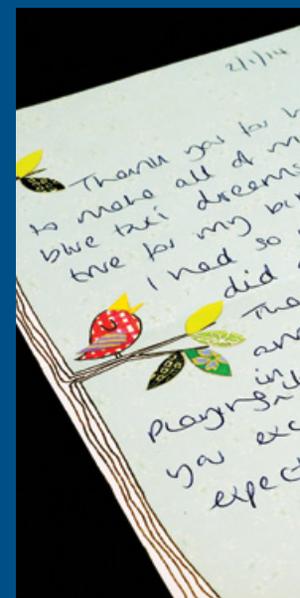
Most boys his age are either fixated with toy cars or video games, but not Ms Sarah Axson's two-year-old son, Magnus, who simply loves the Comfort taxi.

So much so that he asked specifically for a blue taxi birthday cake for his birthday on 29 December last year.

When Ms Axson sent an email to ask if ComfortDelGro Taxis could spare her Comfort taxi memorabilia as décor for her boy's birthday, she did not know what to expect. So, it came as a surprise when the Company not only responded swiftly by sending a box filled with Comfort taxi memorabilia including miniature taxis, posters and framed photographs of Comfort taxis, it even arranged for an actual Comfort Hyundai i-40 taxi to appear at her son's birthday party on 29 December!

Said Ms Axson: "I was not really expecting to hear anything back, so the response has been amazing and we are ever so grateful that we can make the event so fun and themed!"

Her son, Magnus, later wrote to thank the Company: "Thank you for helping to make all of my blue taxi dreams come true for my birthday. I had so much fun, as did all of my friends. The blue taxi was amazing and we loved playing in it!"



为喜爱蓝色德士的男孩圆梦

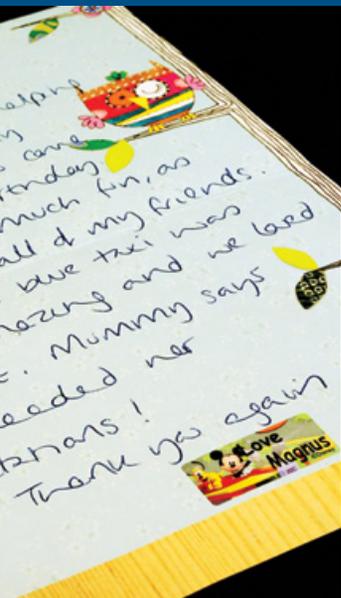
大部分像他一样大的男孩子，都会为玩具车或电子游戏着迷，但 Ms Sarah Axson 的两岁儿子 Magnus，却只喜欢康福德士。

这名小小康福德士迷的最大愿望，就是在去年 12 月 29 日庆生当天，能够拥有一个蓝色德士生日蛋糕。

当 Ms Axson 发电邮询问康福德高德士，可否为孩子的生日准备一些康福德士纪念装饰品时，她并不知道会得到什么样的回应。令她万万没想到的是，公司不仅很快地送上满满的康福德士纪念品，包括小型德士、海报和康福德士相片框架，甚至还在 12 月 29 日当天，安排一辆货真价实的康福现代 i-40 德士到场为他庆生！

Ms Axson 说：“我并没有期待能够得到任何回应，因此这一切真的让我们喜出望外，真的很感激康福，让这场庆生会这么好玩，别开生面！”

她的儿子 Magnus 过后也写信感谢公司：“感谢大家为我实现蓝色德士愿望，让我在生日当天美梦成真。我和朋友都乐在其中。蓝色德士真的太棒了，我们都很喜欢在车内玩耍！”





CabbyCare Brings Seniors on a Shopping Spree

Nothing a bit of Christmas shopping cannot do.

Which is why some 10 CabbyCare cabbies took time off their busy schedules and brought about 30 seniors from the Lions Befrienders Service Association (Singapore) out for shopping just two weeks before Christmas last year.

Each senior was given up to \$100 by ComfortDelGro to spend at the Cold Storage supermarket at Heartland Mall. CabbyCare cabbies helped select and carry what the seniors wanted to buy.

Said Cabby Tay Kee Hoong (extreme left in bottom left photo): "It's a meaningful way to spend the afternoon."

