



FROM READER BENSON YAP

FILE PICTURE

*On declining service standards at Changi Airport*

# Changi should have stricter checks on workers

**C**HANGI Airport, once famed for its efficiency and cleanliness, has slipped in the latest rankings. Recently, I found out why.

I went to a men's toilet in Terminal 1, and found all the cubicles occupied.

I waited for a few minutes.

A man, whose uniform and badge indicated he was an airport employee, came in to use the urinal. After he finished, he told me I had to knock on the cubicle doors, because, according to him, it is an open secret that the

cleaners often take naps in them.

So I knocked on the cubicle door.

A cleaner then ambled out and stood leaning against the basins, picking his nose. Once I had finished, he headed right back into the cubicle.

I must also add that the toilet's cleanliness was not what I had come to expect.

Two years ago, when I had last visited the airport, a cleaner would be on hand to wipe up any splashes around the washbasins.

This time, the area around the basins was thoroughly wet, and there were puddles of water on the floor.

I hope that Changi Airport management will consider more stringent checks in both hiring and managing their staff or contractors.

The airport, after all, creates the foremost impression on tourists.

I have heard foreigners expressing admiration for it, and I would certainly be ashamed had this experience been visited on any of them.