

KERATAN AKHBAR

NAMA AKHBAR: NEW STRAITS TIMES

TARIKH: 29 DISEMBER 2017

MUKA SURAT: 7

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Recognising excellent toilet cleaners

TO motivate toilet cleaners to carry out their work diligently, Malaysia Airports, under its Pay It Forward campaign, has introduced a recognition programme to reward excellent cleaners.

Through the programme, which aims to improve toilet cleanliness, Malaysia Airports will reward cleaners based on good attendance, quick turn-around time and punctuality to encourage excellent work.

Uttam Bahadur Paudel, a 21-year-old from Nepal working at klia2, the second terminal of the Kuala Lumpur International Airport, for the past three years, said the award that he received had boosted his spirit in delivering his best at work.

"I faced many challenges when I started working as I could not speak Bahasa Melayu. However, with the help of my colleagues, I can speak the language and am happy to work with helpful bosses and supervisors."

Uttam added the new doodle artwork depicting good toilet etiquette, as well as a WhatsApp hotline number in each toilet cubicle, has made his work easier as he could respond quickly to complaints from passengers.

klia2 toilet supervisor M Rasal, 33, from Bangladesh, said before the WhatsApp hotline number was introduced, he had to communicate using a walkie-talkie and it was not efficient.

"Now, once we get a feedback from



Cleaners are rewarded based on good attendance, quick turn-around time and punctuality.

users, we will send our toilet attack team immediately."

Rasal said he enjoyed working at the airport as the work culture was positive.

"I received an award before and I used the money to help a friend who was in need. I am so happy that my hard

work has paid off and I can channel it to those who are in need."

For Pechiama Batakrisnan, 37, from Nilai, seeing the smiles given by passengers after they used the toilets was satisfying.

Pechiama had been working at KLIA, the main terminal of the airport,

as a toilet cleaner for 15 years and she loves her job.

"Sometimes, the passengers will pat me on my back and tell me I am doing a good job. That makes me proud of what I am doing."

Nor Adilah Idris, 30, from Sepang, said with the recognition programme,

she saw a good competition among toilet cleaners.

"It is good when everyone competes to show off his dedication at work to get the award and work hard to deliver the best to win passengers' hearts," said the toilet cleaner at KLIA.

Through the campaign, KLIA toilet supervisor Maizurahana Shahim Shah, 47, said she had seen many positive responses from passengers and the number of complaints had reduced.

Malaysia Airports terminal services division senior manager Junita Aziz said the campaign was to complement the collaboration with the Urban Wellbeing, Housing and Local Government Ministry in conducting cleanliness audits using the agency's Toilet Maintenance Grading System.

"Based on the audit, toilet cleanliness at both terminals has improved, with 86 per cent of the toilets achieving a 4-star rating and above and 30 per cent achieving 5-star as of November 2017," she said.

Recipients of the recognition programme receive a plaque, certificate and cash.