

ROUND-UP  
OF VIEWSATMs SHOULD BE LIMITED  
TO CASH WITHDRAWALS

AUTOMATED teller machines (ATMs) dispense cash when required.

But, nowadays, too many transactions are enabled at ATMs. Examples include the paying of bills, which takes time.

The authorities should enable only cash withdrawals at ATMs, which is the machines' basic function.

All other transactions are secondary and can be done via Internet banking. This will save time and prevent long queues at ATMs islandwide.

MR DAVID KWOK NG KAN

LACKLUSTRE ATTITUDE OF  
COURTS SALES ASSISTANTS

I VISITED a Courts branch on Tuesday at around 8.30pm, where my husband and I wanted to purchase a leather sofa.

The sales assistant we approached did not greet us. He said he was not with the furniture department and asked his colleague to help us. That colleague was busy serving others and signalled to us to wait.

After about 30 minutes, I asked another sales assistant for help, who also said he was not with the furniture department. He was just one of several sales assistants around who appeared to be free. Surely one of them could take our order?

In customer service, body language and communication is important. If salespeople have negative body language when interacting with customers, it shows a lack of interest and passion in serving.

Courts sales assistants gave us the impression that they were not interested in selling us the sofa.

MS JERICA CHO

TIGER AIRWAYS CUSTOMER  
PENALISED BY SITE ERROR

LAST Sunday, I tried to change the departure date for a Tiger Airways booking, but there was an error on its website.

I couldn't get through to the call centre till the next day, after waiting on the phone for 45 minutes. The staff member admitted there was a website error and proceeded to amend the departure date. But I had to top up the difference in airfare as the price had gone up.

If I had managed to change the date online the day before, I wouldn't have had to pay more.

The woman apologised for my not being able to call through then, but said she could do nothing. She informed me that it's normal for customers to wait up to 45 minutes to get through to the call centre.

It is unfair that customers have to be penalised because of an online error and the long waiting time to get through to the call centre.

MR CHUA KHENG YEOW

Coordinate courses for  
PMETs to avoid overlap

I REFER to the report, "NTUC courses to train PMETs to be T-shaped" (*my paper*, Feb 12).

Since the assortment of **recommendations** made by the Economic Strategies Committee a couple of weeks ago, various associations and organisations have introduced programmes to complement its recommendations.

In particular, there has been a movement to add value to different segments of the **workforce**, as well as to heighten the **productivity** of workers.

Given that professionals, managers, executives and technicians (PMETs) make up the majority of the workforce, emphasis on new courses for them – such as the Business Skills For Engineers course by NUS Extension and NTUC LearningHub – is not surprising.

Certainly, there are good intentions behind such courses. Af-

ter all, the idea is to advance the talent and interests of workers, thereby enhancing the overall standards of Singapore's workforce.

Nevertheless, courses to upgrade the skills of workers – particularly in terms of managerial know-how and the "soft skills" to add on to the technical expertise that workers possess – do already exist.

This may lead to confusion over different courses and learning packages for potential students.

In addition, there is the possibility that workers will "go through the motion" of attending courses to attain **certification** that can be added to their resumes, instead of genuinely comprehending what new skills they need to increase their efficiency.

Hence, cohesive efforts are necessary in order to address these problems.

The most crucial step would be for organisations to coordinate their efforts, not launch singular programmes isolated from one another's.

Effort should be made to help workers understand course choices available and decide which is best suited for their professions and interests, so that lesson materials and resources are not used in vain.

In the future, efforts to train our workforce must be coordinated.

MR KWAN JIN YAO

## HELPDESK 我的字典

**Recommendations:** 建议 jiàn yì

**Workforce:** 劳动力 láo dòng lì

**Productivity:** 生产力 shēng chǎn lì

**Certification:** 证明书 zhèng míng shū



(PHOTO: TAN CHEK WEE)

Cat helps foster  
neighbourly ties

FIVE years ago, when I moved into an HDB flat in Geylang East, I noticed a calico tabby cat at the void deck.

It was taken to a vet to be neutered, and was brought back to the void deck after that.

It has become a block mascot and is cared for by several families.

Last Thursday evening, a Jewish neighbour told me that a Malay resident, Ali, was concerned, having not seen the cat, Ginger, for the past few weeks. I walked to Ali's flat, and we chatted about Ginger and cat-related matters. Most importantly, a friendship was forged.

After that, I visited a Chinese family in the block who is very fond of Ginger, and it turned out that Ginger was with them. I returned to Ali's flat to inform him, then informed the Jewish woman as well.

Ali said he would visit the Chinese family to see Ginger.

Ginger has helped foster inter-racial harmony and enhanced neighbourly ties in the block. Cats such as Ginger should be aptly called Community Cats.

DR TAN CHEK WEE

SEE REPORT ON HOME A4

Want courtesy?  
Nurture the  
heart of teens

I REFER to the letter, "Inconsiderate behaviour here is appalling" (*my paper*, Feb 12).

Like the writer, I recall the courtesy campaigns of the 70s and 80s. As a teen, I learnt to contribute towards society. My schools taught me well.

We need to remember what our parents and teachers taught us, and inculcate those good values in our children, as well as share them with those who are around us.

The growing-up years are important. It is not all about the head; we must nurture the heart as well.

MR KENNETH KWA

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