

## International Contact Centre Week 2011 arrives at NTUC Income, Singapore!

By Ho Liting

**T**o mark this year's International Contact Centre Week, NTUC Income contact centre has chosen "The Kampong Spirit" (*Kampong - native village in a rural settlement*) as the central theme to celebrate the close friendships and caring relationships that were commonly found between neighbours in a kampong. Activities were designed to strengthen ties between staffs and to create a happy working environment, as a happy working environment begets happy workers, which results in happy customers eventually!

During the entire stint of International Contact Centre Week, different values that were drawn upon Income Charter Principles were introduced everyday. The importance of these values were communicated through the games that have been inspired from our childhood. On the first day, the significance of **Care, Respect & Trust** was conveyed to staffs through the activity "Say It Right!". Subsequently, different values such as **Teamwork, Communication, Love & Appreciation** and **Thinking & Planning** were demonstrated through games such as "Hopscotch", "Snakes & Ladders", "Fishing for Love" and "Detour". Lastly, the **Spirit of Innovation & Revolution** was embraced in our finale talent show - "Kampong Runway" !



# CARE, RESPECT & TRUST

Thursday, September 1 2011

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## Income CC staffs treated to Cup Corn & Pandan cakes

By Chia Shuang Ai

In this year's meet and greet session, managers came dressed as 60s coffee shop (*coffee shop - an old fashioned eatery*) waiters. They went around meeting and greeting staff who relished in being the customers for the day. The managers adapted quickly to their new roles and took breakfast orders from everyone. Local morning treats such as cup corn and pandan cakes were subsequently served by Managers Pauline, Bee Yen, Alson, David, Cheryl and Teck Heng to their respective team members, much to the amusement of everyone at the contact centre.

The meet and greet session was an excellent opportunity for the managers to show their care and appreciation. By serving breakfast personally, it was a way of reciprocating the hard work and dedication their team members have put in. It was a morning where the sweet aroma of cup corn filled the air while warm food of love filled the bellies of many!



# CARE, RESPECT & TRUST

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## How is your mood today?

For International Contact Centre Week 2011, we introduced the **Moometer™** as part of our fringe activities. A Moometer™ is a mood chart that enables staffs to reflect their mood and enable them to share their feelings with everyone in a manner very much similar to a facebook status update. Staffs will be able to update their mood status with 4 different emotions such as happy (orange), angry (red), sad (blue) and PMS (green). Colleagues are encouraged to keep their eyes peeled for their colleague's mood update in order to empathize with anyone that is feeling down and to be generous with their hugs. On the other hand, staffs can share their joy with everyone by simply updating their mood with a smiley face!

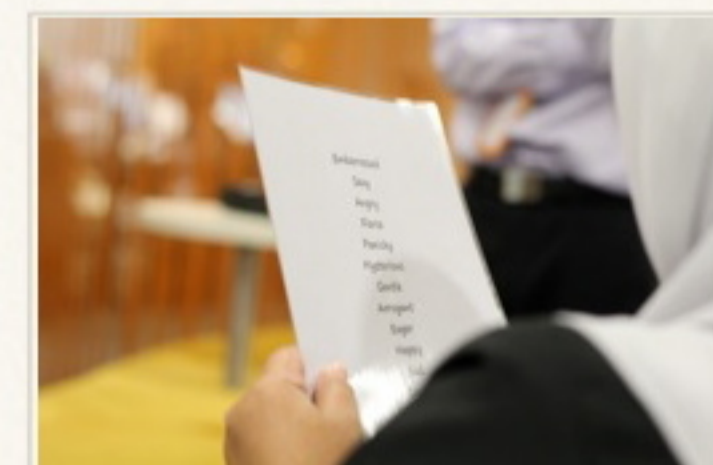
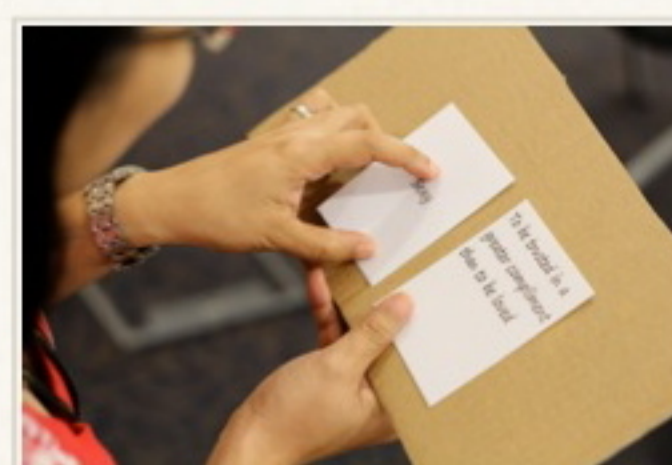
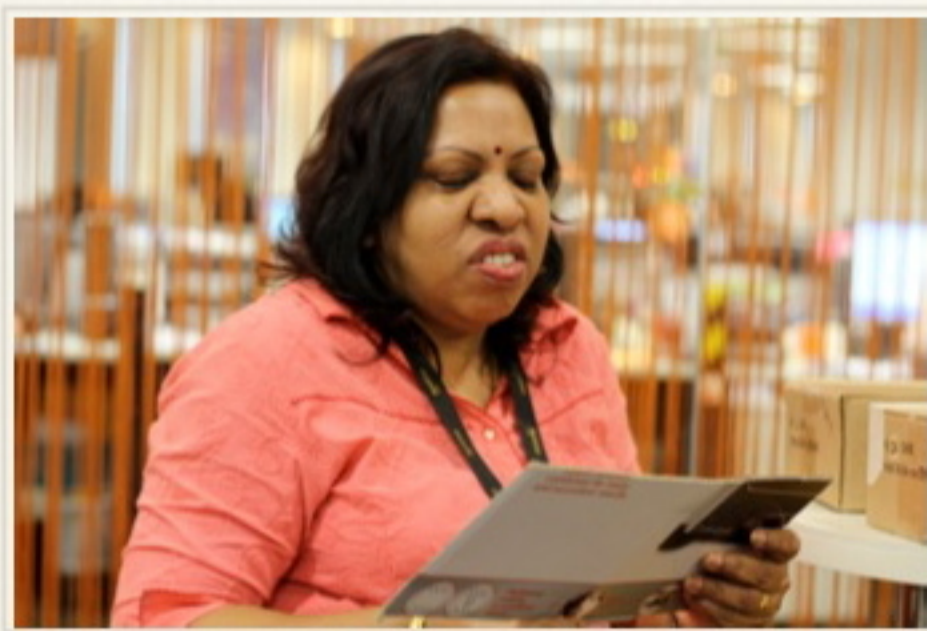


## Say It Right !

By Chia Shuang Ai

Later in the day, teams were invited to participate in "Say It Right". Everyone was educated about care, respect and trust through meaningful quotes that were introduced during the game. Teams were given the opportunity to showcase their acting abilities as they had to portray an emotion effectively using the quotes as their script. By guessing correctly the emotion their team member is trying to convey, be it sexy, silly or angry, a point will be earned for the team!

Acting and observation skills were put to the test in this challenging game that required participants to articulate well to win. Laughter filled the air as teams readily took on the challenge with much spontaneity and enthusiasm! The top team from Rochor Virtual Contact Centre accomplished an amazing feat for correctly guessing 12 emotions in the short span of 3 minutes! Everyone had an enjoyable afternoon as colleagues bonded over laughter and memories created.





# ADVERTISEMENT



Thursday, September 1 2011

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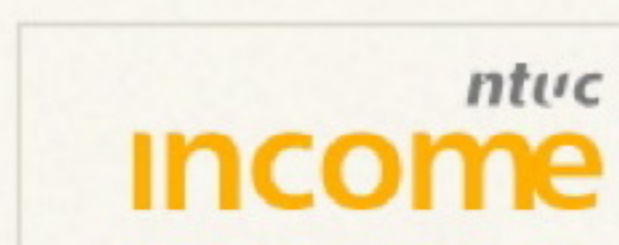


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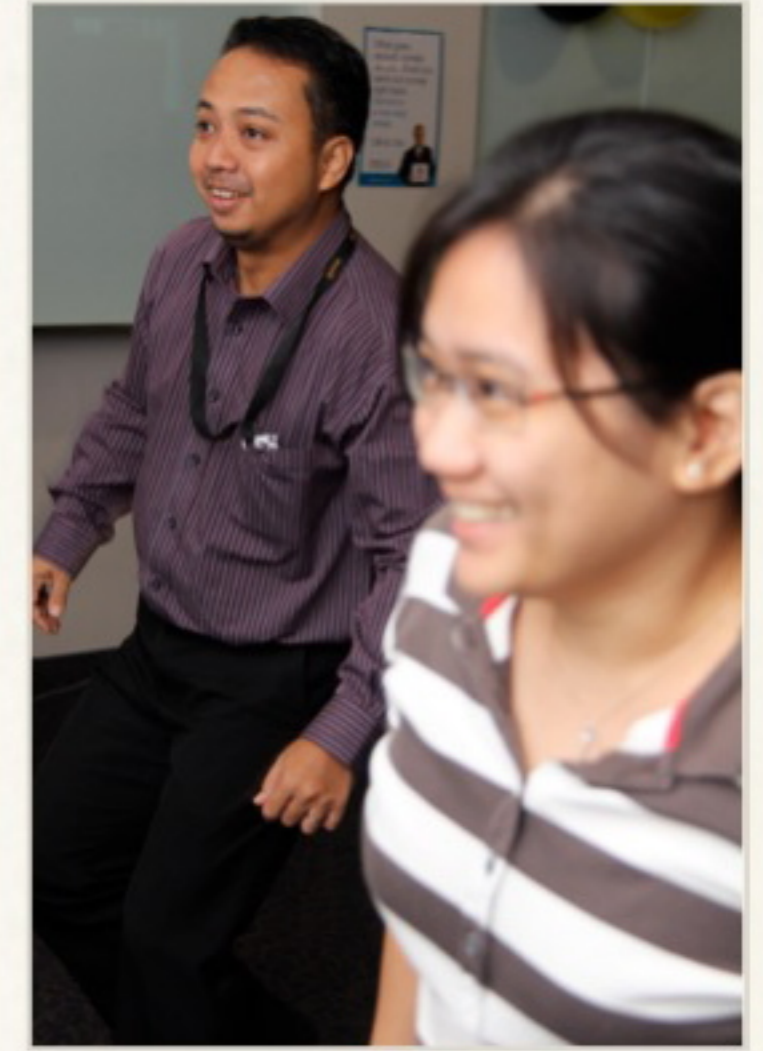
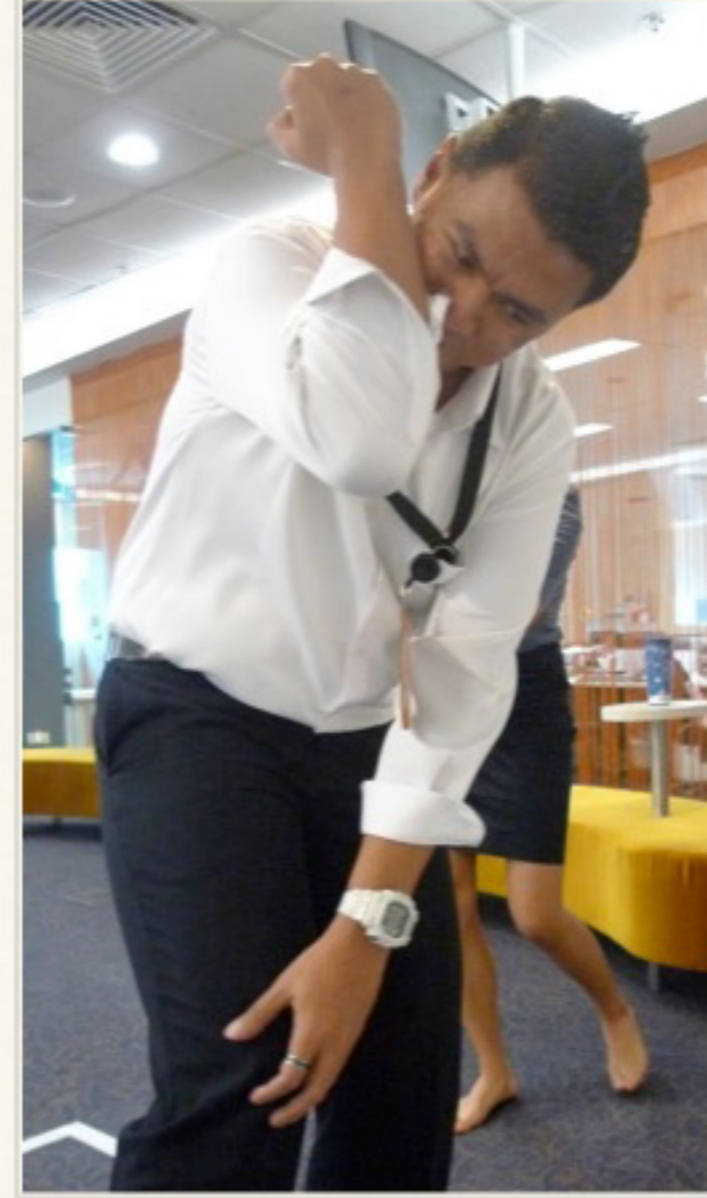
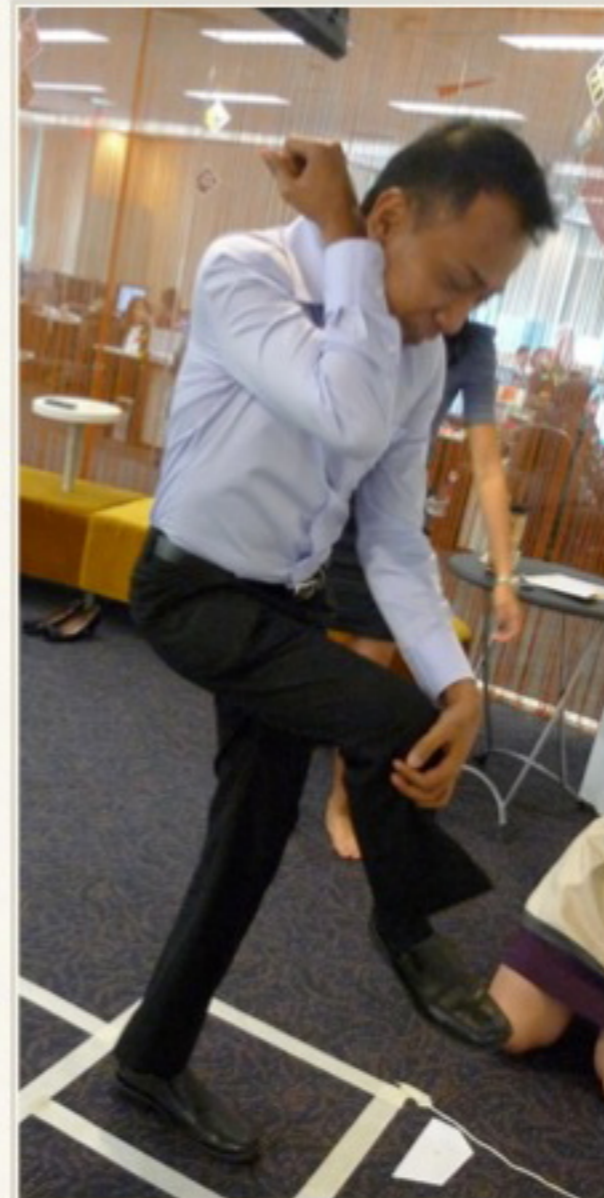


# TEAMWORK



Friday September 2, 2011

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## Income CC hops its way to the top

By Ho Liting

**I**n the spirit of teamwork, everyone had a chance at the game of hopscotch that required cooperation and collaboration between team members to piece together clues to a mystery word. Hopscotch was picked from one of the many nostalgic games played during our childhood for everyone to relive the good old times together.

Excitement and anticipation filled the air as teams rallied together, ready to take on the challenge! Team members had to perform a sequence of actions that required agility in order to obtain the much coveted clue at the end of the hopscotch. Teamwork was fostered between participants as everyone worked together to solve for the clues in the fastest time to score as many points possible. Teams Renault and Redbull proved their mettle and emerged as the top scoring teams of the day with their fine display of nimbleness, enthusiasm and teamwork!

At the end of the day, it wasn't the scores or the results that really mattered but the heartwarming moments of team members cheering and encouraging each other that truly made a difference. Such display of teamwork is the key to conquer challenges ahead and scale greater heights.





## Income CC scales the ladder

By Joan Ng Hui Min

**K**ampong Income ushered in the new day with a nostalgic game of Snakes and Ladders. Everybody had to tread carefully in this game, as every move determined the fate of either landing on a ladder that allowed the player to advance further or a snake that would send the player slithering backwards.

The theme of the day was communication and teams of two were selected to play the game. One of them is blindfolded, while the other assumes the role of a dice-thrower to direct the partner onto the correct path. Therefore, keeping in line with the theme of the day, communication is the key to navigate through the game's course in the shortest time possible.

The reception area was immediately filled with laughter and joy amidst chaotic instructions being communicated by the two participating teams. Each team put their best members forward for this challenge and Team Jewa emerged champion by completing the game with a stellar result of just 2 minutes! Amidst embarrassing falls and light hearted jokes, everyone displayed great sportsmanship and created moments that were picture worthy indeed.



# LOVE & APPRECIATION

Tuesday, September 6 2011

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## Fishing for love

By Teo Constance



**H**uge bottles of kacang (*kacang puteh* - roasted, salted or sweetened nuts traditionally wrapped in paper cones and sold as snacks) and sweets greeted everyone as they arrived at the office in the morning. The myriad of snacks brightened the day of many as everyone crowded around, curious and excited, akin to children at a candy store. This was definitely a trip down memory lane for many as huge bottles of kacang and sweets placed on countertops like those found in mama shops (*mama shop* - A general provision shop traditionally operated by Indians) are a rare sight nowadays.

In conjunction with promoting “the kampong spirit”, two activities were carried out to demonstrate love and appreciation. Firstly, everyone was given paper cones to pack nuts and sweets for their fellow colleagues. Secondly, teams gave their best shot at a fishing game to earn more paper cones!

These activities encouraged everyone to go the extra mile to show appreciation for one another. It was heartening to observe the smiles on their faces as they received sweet notes of appreciation from colleagues.



# THINKING & PLANNING

Wednesday, September 7 2011

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## Are you ready for Detour?

By Jeffrey Lim

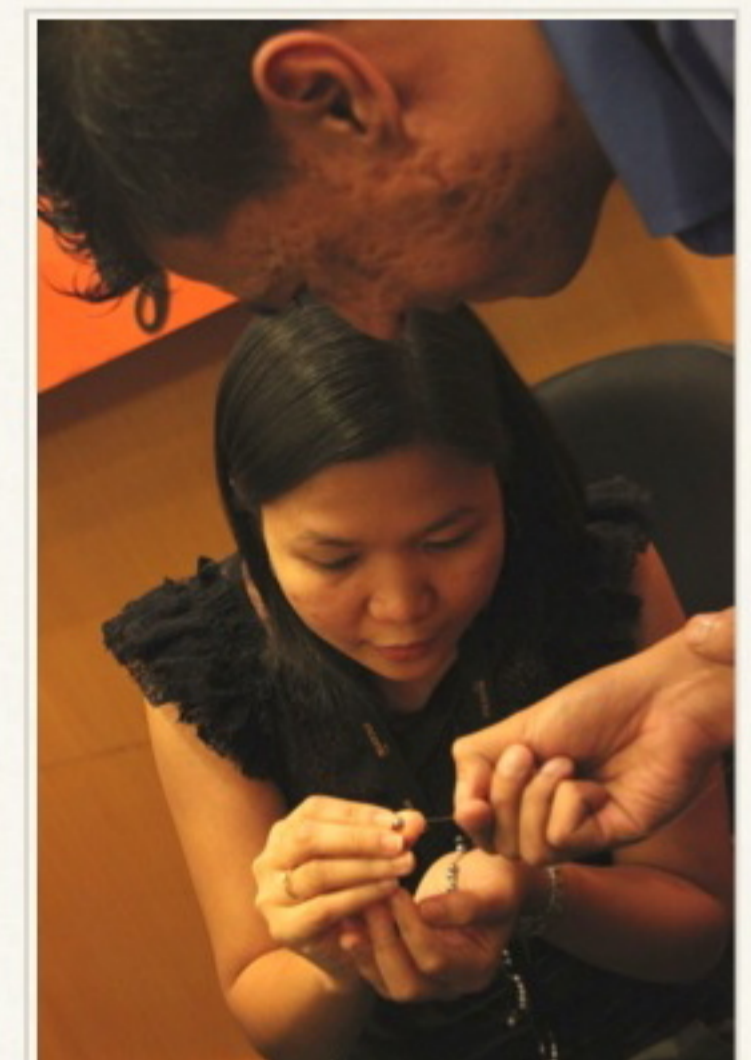
**K**ampong Race was the star attraction for the day! Our beloved staffs were given the choice of picking either the Capteh ( *Capteh - A toy made up of feathers attached to a weighted round base*) Challenge or Bead-It! in this special “Detour “ segment.

### Capteh Challenge

In line with the “Thinking & Planning” theme for the day, participants for the Capteh Challenge were armed with essential weapons, comprising of a metal plate, pot cover and a frisbee. Using these weapons, the team will have to crack their minds on how to keep the capteh in the air, while passing it to one another. Points will only be earned when the capteh has been passed successfully in a complete round. Everyone had a quick and exhilarating workout away from their desks as they ran and jumped around. Out of all the teams, the Secretariats team exhibited great endurance and teamwork to achieve the highest score!

### Bead-It!

In this game that requires patience and perseverance, teams had to string beads of varying sizes (small, medium, large) in a given sequence through an impossibly thin string in order to earn points. Despite the intense pressure and time limit they were subjected to, our cool headed team from McLaren overcame all odds and emerged as the best team! Here’s a big salute to all our energetic and patient staffs for their participation in the games!





## Survival Pack, anyone ?

*Who needs a survival pack more than a customer service officer in a stressful call centre environment? On the last day of International Contact Centre Week 2011, everyone was given a survival pack containing an apple, tea bags and a packet of soymilk to tide them through their stressful days. Motivational quotes were also placed in every survival pack to encourage the staff. The highlight of the survival pack definitely belonged to the personalized message lovingly penned by their respective team leaders for everyone.*

## Food for Love

By Ho Liting

**I**ncome Contact Centre staffs were rewarded with a delicious Peranakan (*Peranakan - A mixed heritage of Chinese immigrants and native Malays*) lunch that was specially catered to celebrate International Contact Centre Week 2011. Everyone was spoiled for choice at the wide selection of delectable and mouth-watering dishes. The tantalizing aroma of delicious local favourites such as Laksa, Popiah, and Nasi Lemak filled the air and the pantry bustled with activity and chatter as everyone tucked heartily into their meals. A lady of Peranakan heritage was also specially invited to demonstrate and serve freshly wrapped Popiah for everyone.

They were also treated to an assortment of local desserts such as Lapis Sagu and Bubur cha cha. In addition, our very own staffs, Azhari and Azma personally prepared traditional Malay kuehs such as Kueh Salat and Agar agar which received unanimous votes of approval from everyone. The yummy desserts were the perfect sweet ending to the delicious meal.



# SPIRIT OF INNOVATION & REVOLUTION

Thursday, September 8 2011

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## Lights, camera, action!

By Chia Shuang Ai

**T**he Kampong Runway featured our very own Kampong models who surprised everyone with their creative designs, inspired by the 60s fashion. Bao Hui beamed in her bubble dress, while Rong Tai smiled sheepishly in his geeky glasses as they paraded around the centre.

Pauline's Secretariat team made clever use of recyclable materials such as trash bags, paper bags and cardboards to dress everyone up as school boy and girls. While, Pauline's witty commentaries during the runway left everyone in fits of laughter and earned them the first place!

Noi and Jack who represented the Quality Assurance team were dressed in Mod fashion and entertained everyone with their humorous persona. The next appearance created a great commotion as our very own Martini, Mariah and Sophie from the Healthcare team cross-dressed in their jaw-dropping outfits! Lastly, the final team from Insurance Enquiries left many mesmerized with their elegance and poise.

The Kampong Runway show received a roaring applause by everyone as it brought a lot of laughter, fun and entertainment.



# SPiRiT OF INNOVATION & REVOLUTION

Thursday, September 8 2011

The Income Times II



## The new talents of Income CC

By Chia Shuang Ai

“Cause I’m leaving on a jet plane...” David, manager from the Healthcare team, together with Gino and Latiff serenaded the audience with their rendition of John Denver’s “Leaving on a Jet Plane”. This simple yet heartwarming performance earned them a third place in Income contact centre talent show - Kampong Galore. Meanwhile, both Noi and Bavani captivated the audience with their soulful performance and garnered cheers from everyone.

Clad in elaborate traditional Malay costumes, the lovely ladies from Team Dataforce left many in the audience enthralled with their elegant dance. Their large fan base even showed ardor support with specially designed banners!

The team that took home the second place comprised of two newcomers, Shariff and Shawn. They did a stand-up comedy portraying a young man’s exasperation as he teaches a Malay uncle who was clueless on how to use the ATM machine. Their hilarious performance drew roaring laughter and rousing applause from the crowd!

The top performing team was none other than our dear Martini and Mariah who danced a sexy choreography to Beyonce’s “End of Time”. From the shouts of encore and thundering applause from the floor, it was clearly a stupendous performance!

To mark the end of International Contact Centre Week 2011, Pauline, Head of Department, Contact Centre, gave an appreciation speech to thank all her staff for their hard work and dedication. Prizes and certificates were then presented to the Kampong Galore’s winners and participants. It was a night of fun entertainment that will be fondly remembered by everyone here at Income contact centre!

**Look Out For Us Next Year in 2012 !**





# CREDITS



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## Credits

### *Photography*

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### *Editing*

: Liting

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: Joan

### *Contributing writers*

: Constance, Shuang Ai,  
Jeffrey, Liting and Joan

**and to everyone at Income Contact Centre!**