



**CHANGI**  
airport group

# CHANGI CONNECTION

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Changi's Angel

## NEW HEIGHTS FOR SHOPPING IN TRANSIT

Shopping has reached a new high at Changi Airport – quite literally, as it unveils its first-ever duty-free duplex stores!

In January 2014, travel retailers DFS Venture Singapore and Shilla Travel Retail were awarded the highly-coveted Liquor & Tobacco and Perfumes & Cosmetics concession tenders respectively. Come 2015, passengers can look forward to brand new majestic, two-storey



retail havens at both Terminals 2 & 3, boasting stunning store facades and grand double-volume interiors.

### THE LEGENDARY 'LONG BAR' BY RAFFLES HOTEL

Passengers can also experience a re-creation of Raffles Hotel's historical 'Long Bar' and sip on the 'Singapore Sling' at the central liquor store in Terminal 3. This store will also boast dedicated boutiques offering different brand experiences, wine libraries, innovative multi-media promotional areas and interactive activities such as tasting sessions.

### BEST OF KOREAN COSMETICS

Fans of Korean beauty products will be delighted to know that Korean operator Shilla Travel Retail will be introducing a comprehensive range of popular Korean cosmetic brands such as Missha and Etude House at Changi. To add to the unique retail experience, passengers can also pamper themselves with personalised and exclusive in-store services, such as beauty spas providing consultations and services, as well as beauty cafes, where one can indulge in a

**A BRAND NEW DOUBLE-STOREY RETAIL CONCEPT BRINGING PASSENGERS THE MOST POPULAR KOREAN COSMETICS BRANDS**

cup of tea while leisurely choosing the perfect blend of make-up.

## PROJECT JEWEL – WHAT DO YOU IMAGINE IT TO BE?

Following Prime Minister Lee Hsien Loong's National Day Rally announcement in August 2013, Changi Airport Group and CapitalMalls Asia formally announced its joint venture agreement in December to develop Project Jewel – an iconic mixed-use development right here at Changi Airport. To be built on the open-air car park in front of Terminal 1, the iconic lifestyle destination will offer a wide range of facilities for airport operations, retail offerings and leisure attractions.

To invite the public to share their vision of Project Jewel, we launched IMAGINE, a platform where all are welcomed to submit their original artwork – in the form of photographs, drawings and paintings –

artistic iterations of what they envisage Project Jewel to be. These submissions will be curated by renowned Singaporean artist, eeshaun, into larger-than-life creative interpretations, to finally form an impressive art display to commemorate its development on-site later this year.

IMAGINE runs from 13 January to 31 March. There are two categories for the contest – Junior Category (5 to 12 years old) and Open Category (13 years and above). Winning entries stand to win up to S\$1,000 worth of Changi Dollar Vouchers. For more information, please visit [www.changiairport.com/projectjewel](http://www.changiairport.com/projectjewel).

**BONUS!** CAG staff members are also invited to participate by submitting their artwork to [cag@jewelsubmissions.gmail.com](mailto:cag@jewelsubmissions.gmail.com). The top five submissions stand to win \$100 worth of Changi Dollar Vouchers each!



# WRAPPING UP A GOOD YEAR

2013 proved to be yet another fruitful year for Changi Airport as it achieved new records with over 53.7 million passenger movements and 343,000 aircraft movements, representing a growth of 5.0% and 5.9% respectively from 2012. With this achievement, Changi Airport is now the world's fifth busiest international airport, surpassing Amsterdam's Schiphol and Germany's Frankfurt airports.

## NEW ACHIEVEMENTS IN 2013

Changi Airport's strong performance continues to be fueled by robust traffic growth within Asia Pacific. Supported by the strong showing of low cost carriers operating in the region, traffic to Northeast Asia and Southeast Asia registered a strong growth of 8.2% and 7.0% respectively. Incidentally, traffic to these two regions account for over 70% of Changi's traffic.

In a continual bid to expand our connectivity, CAG engages new airlines to explore new services to Singapore. Ethiopian Airlines' arrival at Changi was such a landmark achievement, bridging Singapore and Eastern and Central Africa for the first time. In another triumph for Changi Airport, SWISS Air re-commenced daily services to Zurich after a four-year hiatus, further enhancing our European network. Three other carriers, Myanmar's Golden Myanmar Airlines, as well as Bangladeshi carriers United Airways and Regent Airways, also landed on Changi's runway for the first time in 2013.

<b>NEW IN 2013</b>
<b>5 NEW AIRLINES</b>
• Ethiopian Airlines (ET)
• Swiss Air (LX)
• Golden Myanmar Airlines (Y5)
• United Airways (BD)
• Regent Airways (RX)
<b>10 NEW CITY LINKS</b>
• Guilin, China
• Jinan, China
• Lijiang, China
• Nanchang, China
• Nanning, China
• Ningbo, China
• Wuxi, China
• Mandalay, Myanmar
• Kalibo, Philippines
• Addis Ababa, Ethiopia

Jet Airways has operated in Singapore for some 10 years now, and in 2013, CAG work with the airline to double its capacity. Today, it operates twice daily services to Delhi, Chennai and Mumbai, deepening our connectivity to India.

## “OUR FOCUS AND COMMITMENT TO MAINTAIN CHANGI AIRPORT'S POSITION AS A PREMIER AIR HUB SERVING THE WORLD REMAINS STEADFAST.”

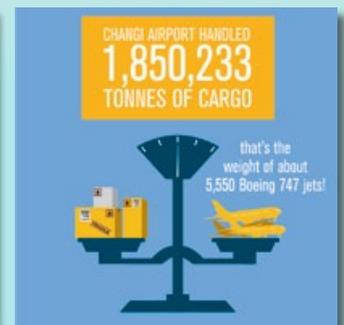
- MR LEE SEOW HIANG, CEO, CAG

## OUTLOOK FOR 2014

With the years of double-digit growth now behind us, our growth for 2014 and beyond is

likely to taper to a moderate 3% to 5%. This is in line with macro market projections, such as International Air Transport Association's (IATA) forecast of 6% for Intra-Asia Pacific traffic in 2014.

As Changi Airport continues to expand its network and strives to deliver the Changi Experience consistently to all our passengers, Mr Lee Seow Hiang, CEO,



## STRENGTHENING PARTNERSHIP WITH EXISTING AIRLINE PARTNERS

Apart from wooing new airlines to fly to Singapore, working with existing airlines remains a key strategy to extend the network of destinations and enhance existing city links. In 2013, CAG worked with China Eastern Airlines to introduce two new city links, Nanchang and Wuxi, bringing the total number of Chinese destinations offered by the airline to eight. Enhancements to our network can also be in the form of expanding capacity on existing routes. Indian carrier

cautioned that traffic growth at Changi Airport is not expected to be as robust as what we had experienced in the recovery following the global financial crisis of 2008/09. Nevertheless, Changi Airport will continue to work with airline partners to explore new market opportunities, as well as invest in our growth to prepare for the future.

“Our focus and commitment to maintain Changi Airport's position as a premier air hub serving the world remains steadfast.” Mr Lee added.



## OUR NEWLY-CROWNED CHANGI MILLIONAIRE

A 47-year-old Indonesian businessman triumphed over five other finalists in Singapore's grandest annual game of chance, Changi Airport Group's 'Be a Changi Millionaire' Grand Draw, to emerge the fourth - and latest - millionaire to be crowned.

Mr Irvung Tio from Jakarta would never have imagined that the cosmetics that he had purchased for his wife last September at Changi Airport would make him S\$1 million richer!

The fourth run of the popular shopping promotion at Changi Airport saw over 2.2 million lucky draw entries between May and October 2013, during which one lucky finalist was drawn every month for participation in the Grand Draw. Of the six finalists, two hailed from Singapore, two from China and one each from Russia and Indonesia. The promotion culminated in an exciting grand finale on 19 January 2014, when all six contestants came together at Changi for a heart-stopping showdown to determine the world's newest Changi Millionaire!

Gripped by the suspense on stage, hundreds of spectators cheered and watched with bated breaths as contestants battled it out over four rounds of games. In the final segment, two contestants remained, with Mr Tio triumphing over Singapore's Ms Thum Pei Xing, concluding the event with a dramatic shower of confetti and fanfare.

For this frequent traveller, flying to Singapore is such a common affair that never, for the life of him, would he imagine that his previous trip to Changi Airport would give him the most dramatic experience of his life. "I am very happy and my family is still in shock from the

unbelievable moment. We came with the mentality of playing some games and having a fun-filled family holiday, without focussing too much on the outcome. In fact, in the last round, I thought the other contestant would win. We cannot believe our luck!" Mr Tio said.

When asked about what he would be doing with his windfall, Mr Tio revealed simple plans. "I will definitely save it up for the future. Before that, the first thing we will do now is to have a celebratory dinner at Changi Airport before we fly back to Jakarta tonight. I will also take a holiday with the family when the children have their break from school and look at donating part of the winnings to charity."

Mr Tio now joins three lucky shoppers in the Changi Millionaire hall of fame since its inception in 2010 - Mr Ivan Rantung (2010), Mr Peh Hock Peng (2012), both from Singapore; and Ms Jessica Down (2011) from Australia.

Stay tuned for more details of the fifth instalment of the "Be a Changi Millionaire" Draw in 2014!



## EQUIPPING CONCESSIONS STAFF WITH CUSTOMER-CENTRIC SKILLS

With hours to kill before flights, shopping for keepsakes or grabbing a bite is the next best activity for transit passengers at Changi Airport. Over at the public areas, the airport has also become a popular venue for family outings, catch-up meals between friends, and the weekend grocery run.

Apart from providing a good mix of products, service is key in making travel retail a truly enjoyable experience. Our commitment to service is recently affirmed, by receiving an award of recognition at WDA's Service Excellence Symposium in November 2013.

The challenge: how do we ensure that all concessions staff at our retail and dining outlets remain committed

programme that equips their staff with the fundamental skills and instill the mindset to deliver personalised, stress-free and positively surprising service to our passengers. All concessions staff in customer-facing roles are required to partake in the training programme before they commence their duties.

Since 1995, we have supported our airport concessionaires through customised service training programmes. Subsequently, we commenced the Workforce Development Authority (WDA)-accredited Service Excellence Workforce Skills Qualifications (WSQ) training for airport concessionaires in November 2009.

### Q: CAN YOU SHARE WITH US MORE DETAILS ON THIS WSQ TRAINING?

CAG engaged WDA and an accredited Continuing Education and Training (CET) Centre to embark on Service Excellence WSQ Training. We tapped on its national initiative (then known as Skills Programme for Upgrading and Resilience - SPUR), which provided

up to 90% subsidy for training of frontline service staff. This allowed us to stretch our training and service standards, as well as extend the outreach of the training programme to even more frontline service staff. To date, more than 5,000 concessions staff have benefited from the programme.



THE AIRSIDE CONCESSIONS DIVISION'S QSM TEAM. FROM LEFT TO RIGHT: JANICE WONG, MARITONET ALUQUIN, KAMISAH SULAIMAN, MICHELLE LIM, BRENDAN CHEN

### Q. WHAT ARE THE BENEFITS REAPED UNDER THIS WSQ PROGRAMME?

Having in place a structured and common training programme across the entire airport's retail and F&B

community ensures that consistency in the service standards are aligned with Changi's Service DNA values. The participants showed a greater appreciation of the Changi Service DNA values and standards, and service techniques that will aid them in developing even more effective communication, building long-term relationships with repeat passengers.

### Q: WHY DO YOU THINK IT IS NECESSARY FOR AIRPORT CONCESSIONS STAFF TO BE TRAINED IN PROVIDING GOOD SERVICE?

Service is the cornerstone of the unique Changi Experience that we would like to impress on our passengers and airport visitors. To ensure consistency in the service quality provided by frontline staff, we support our concessions with a structured training

programme that equips their staff with the fundamental skills and instill the mindset to deliver personalised, stress-free and positively surprising service to our passengers. All concessions staff in customer-facing roles are required to partake in the training programme before they commence their duties.

Since 1995, we have supported our airport concessionaires through customised service training programmes. Subsequently, we commenced the Workforce Development Authority (WDA)-accredited Service Excellence Workforce Skills Qualifications (WSQ) training for airport concessionaires in November 2009.

The training programme has also made a positive impact on CAG's customer service metrics, such as improved customer satisfaction scores in internal surveys conducted by independent (non-CAG) survey agencies, which has seen a positive increase in the ratio of compliments to complaints received.



AWARD WINNERS OF ANNUAL AIRPORT CELEBRATION 2014

## HONOURING THE CONTRIBUTORS OF SERVICE EXCELLENCE

Since Changi Airport welcomed its first passengers in 1981, we have undergone several transformations. New terminals have sprung up, while older terminals were rejuvenated. However, if there is one thing that remained steadfast, it would be the first class service that Changi is renowned for.

And the recent Annual Airport Celebration cements just that – rewarding and honouring top class service rendered by the crème de la crème of our service staff among the airport community in 2013 – a truly shining moment for them, their employers and for Changi Airport.

### UNWAVERING COMMITMENT TO PASSENGERS

In a mini notebook that Mdm Tan Beng Luan, a SATS Lost & Found duty manager, keeps in her pocket, all the promises she had made to passengers during her course of work are recorded.

“Every promise made to a person is a commitment,” Mdm Tan said.

And it is such unwavering commitment that won Mdm Tan the highest honour of the evening – the ‘Service Personality of the Year’ award.

Last May, a Polish family of three travelling to Manila on airline staff tickets was stranded at Changi without their luggage. When Mdm Tan found out that they had no accommodation or a change of clothes, she opened

up her home to the family. And not wanting their holiday to end in misery, Mdm Tan took the next day off and brought them on a visit to S.E.A Aquarium at Resorts World Sentosa.

While waiting for news of their luggage, Mdm Tan advised the family to continue with their travel plans, since they had saved up for this trip to Asia. The Polish family changed their destination from Manila to Malaysia. During this time, Beng Luan managed to locate their lost bags.

The family subsequently returned to Singapore, hoping to head home to Manchester. Unfortunately, they were unable to secure tickets as all flights were full.

Mdm Tan sought to find other flight options for the family. On hearing that a family member, Ms Agnieszka, who had already been absent from work for two days, was at risk of losing her job, Mdm Tan made the decision to purchase three one-way tickets to Manchester for the family out of her own pocket. Needless to say, the family was extremely touched and grateful.

Ms Agnieszka, in a letter sent to Singapore upon her return home, wrote: “Beng Luan Tan, working in Lost and Found at Changi Airport, is the kindest and (most) helpful person I ever met in my life. She saved me and my family, when we were really in trouble; she is an absolute angel and has (a) very good heart. My family is very grateful to her.”

A pioneer in the aviation industry for 33 years, Mdm Tan sees it as part of her job for travellers to leave with only good memories of Singapore.

"I am not only a staff working at Changi Airport, but also an ambassador of Singapore. I hope to give the passengers a good experience at Changi and a positive impression of Singapore."

Although Mdm Tan is no stranger to top service awards, upon receiving this year's Service Personality of the Year award, she exclaimed, "I never thought I would win this award, so this came as a happy surprise. This award is also an encouragement and recognition of good service."

### GOING THE EXTRA MILE

Like Mdm Tan, there are many members within the airport community who go beyond their call of duty to assist passengers. Mr Thirumurugan s/o Kathiravelu, a Customer Service Officer at Wilson Parking Singapore readily dirtied his hands when he encountered a driver with a flat tyre. On another occasion, he also helped another passenger push-start his car. Both passengers were very appreciative of Mr Thiru's kindness and assistance.

Ms Junaidah Binte Saini was performing her duties at the arrival immigration counter at Terminal 1 when she spotted an elderly lady who was unwell. Besides facilitating special clearance for both the Danish passenger and her son, Junaidah also helped to retrieve clean clothes for the passenger after she soiled herself from vomiting. It was only after ensuring that the Danish lady had recovered sufficiently to proceed out of the airport that Junaidah guided the pair out into the arrival public area and returned to her work station.

For their exemplary service, Mr Thiru and Ms Junaidah won the Outstanding Service Staff Gold and Silver Awards respectively.

### SERVICE PARTNER OF THE YEAR

At this year's Annual Airport Celebration, Certis CISCO Aviation Security (CAS) was accorded with 'Service Partner of the Year' award for its commitment to service excellence and staff development. In addition to performing various security, patrolling and screening functions across Changi Airport, CAS had invested in customer-centric initiatives such as introducing trained officers at the gate holdrooms to explain airline regulations to passengers, including policies on liquids, aerosols and gels. They were also trained on how to deal with passengers in different situations with the aim of solving issues for passengers with minimal disruption to their travel plans.

Being an organisation that manages a huge team of 2,200 staff, CAS also pays close attention to staff engagement and staff well-being. To motivate its work force, various awards and incentives are awarded to staff who have had display good performance and service. In July 2013, with support from CAG, it also undertook a wage restructuring exercise for its staff.

As its name implies, CAG's Annual Airport Celebration is a tribute to Changi, made possible only by the unwavering commitment of its 200-service partners - represented by 32,000 employees - peppered across the various touch-points of Changi's three terminals. This service-culture has kept Changi Airport on top of its game throughout its 33-year history.



TRANSPORT MINISTER LUI TUCK YEW PRESENTING MR THIRUMURUGAN S/O KATHIRAVELU WITH THE OUTSTANDING SERVICE STAFF (GOLD) AWARD



MDM TAN BENG LUAN (2ND FROM LEFT), WINNER OF THE SERVICE PERSONALITY AWARD, AND THE CIAZELA FAMILY (FIRST THREE FROM RIGHT), TOGETHER WITH TRANSPORT MINISTER LUI TUCK YEW



## CONSTRUCTION BEGINS FOR TERMINAL 4

Following the groundbreaking of Changi Airport's Terminal 4, construction has started on-site with the award of Takenaka Corporation to design and build Changi's latest addition.

Apart from the main terminal building, Takanaka will also be responsible for constructing car parks and a two-storey holding area for taxis, new roadways and a bridge across Airport Boulevard for vehicular movements between T4 and new remote aircraft stands.

"We have different procurement methods for the construction of T4," said Stuart Ralls, Senior Manager of the T4 Project Development Team. "The team has

adopted a 'develop-and-construct model', where the architectural design consultant plans the overall exterior and interior designs, while the detailed design of the structural, mechanical and electrical systems is undertaken by the main contractor.

"This model allows us to maintain control of terminal design and yet tap on the construction expertise of the main contractor. With Takenaka, who has strong in-house design capabilities, we also benefit from the proposed alternatives of the construction company without compromising on the aesthetics," Mr Ralls added.

T4, which will welcome its first passengers come 2017, will soon announce its first airline partners in the coming months. Stay tuned to *Changi Connection* for more details!

## NEW CONNECTIONS TO CHINA AND AFRICA

### LUCKY AIR MAKES DEBUT IN SINGAPORE

An auspicious start to 2014, Changi Airport welcomed Lucky Air to Singapore on 25 Jan 2014. The airline operates a new twice-weekly Kunming - Guiyang - Singapore service. The addition of Guiyang, a new city link for Changi Airport, brings the total number of Chinese city links to 31, cementing our pole position as the most connected Southeast Asian air hub to China.

### BRINGING AFRICA AND SINGAPORE CLOSER WITH ETHIOPIAN AIRLINES

The arrival of Ethiopian Airlines on 3 Dec 2013 marked a significant milestone for Singapore and Changi Airport. The East-African carrier's new thrice-weekly service from Addis Ababa to Singapore (via Bangkok) now provides Singapore with a new air bridge to the African continent, through the airline's dense intra-Africa network, reaching over 50 major cities such as Accra, Dar es Salaam, Lagos, Luanda and Nairobi. With Ethiopian Airlines' plan to convert the existing service into a non-stop service by the end of the Northern Summer 2014 season, more promotional activities are in the pipeline to grow traffic to and from Singapore.



CHANGI AIRPORT WELCOMES LUCKY AIR AT THE INAUGURAL FLIGHT CEREMONY ON 25 JAN (ABOVE) AND ETHIOPIAN AIRLINES ON 3 DEC 2013 (BELOW)



## SWIFT ENHANCEMENTS TOWARDS PRODUCTIVITY

It is no secret that Changi Airport prides itself in delivering high standards of operational efficiency, cleanliness and the iconic Changi Experience. It is also no secret that as one of the world's busiest air hubs, Changi handles more than 53 million passenger movements a year. But unknownst to many is how the world's best airport manages to maintain such high standards with the same number of staff, even against a backdrop of rising passenger traffic.

And the secret: enhancing Changi's productivity through the Service Workforce Instant Feedback Transformation System, also known as SWIFT.

To improve service quality standards, Changi Airport Group (CAG) implemented SWIFT to enable issues on the ground to be identified – and rectified – promptly. Not only does SWIFT enhance feedback management, it also helps to boost manpower productivity, cost savings and overall performance standards of service personnel across the airport.

SWIFT comprises two components – the Instant Feedback System (IFS) and e-Inspection. The IFS touch screens located at each key customer touch point such as check-in, immigration, information counters, washrooms, as well as retail and dining outlets, help to capture immediate feedback, which will go towards helping the various stakeholders ensure

an all-round pleasant experience for passengers and airport visitors.

Besides the IFS, e-Inspection has also raised Changi's productivity and performance standards by empowering service personnel to make more timely responses to facility faults across terminals through real-time inspections and tracking. Prior to the implementation of e-Inspection at Changi Airport, inspections and faults were recorded manually. This resulted in a longer time taken before corrective actions – including repairs to passenger facilities or replacement of amenities – could be undertaken, impacting the overall experience of airport passengers.

With this new real-time technology, when faults or service failures are discovered during inspections, service staff now flag them instantly using a specially designed e-Inspection app on their smart-phones. This automatically triggers an alert to supervisors, who deploy resources immediately to carry out corrective actions.

The initiative has reaped good results, with 90% of negative feedback now acknowledged by supervisors within 20 minutes of reporting and 95% of corrective actions carried out within 30 minutes. Overall response times have been trimmed by a marked 30% since e-Inspection was introduced. Productivity has also increased correspondingly with the dynamic deployment of mobile cleaners. This has ultimately resulted in manpower cost savings of more than \$2 million a year, across all three terminals.

Riding on its success, Changi will be adopting e-Inspection on a larger scale for operational processes across the airport, including electrical switch-rooms, passenger loading bridges, runway maintenance planning and tracking, as well as taxiway and apron inspections. e-Inspection has also resulted in cost savings for Changi's partners. With custodial staff leveraging on technology in their work, this has helped to reduce manpower cost for airport partners as they are now able to deploy fewer staff to achieve higher levels of efficiency at work.



**USE OF TECHNOLOGY IN FACILITIES INSPECTION RESULTS IN MANPOWER SAVINGS AND ALLOWS FOR QUICKER RESPONSE TO RECTIFY PROBLEM AREAS**



CEO OF CAG, MR LEE SEOW HIANG, HAVING A GAME WITH THE YOUTHS

## KICK-STARTING A FOOTBALL PROGRAMME FOR UNDERPRIVILEGED YOUTHS

It was suits off, boots donned and game on for Mr Tan Chuan Jin, Acting Minister of Manpower and Mr Lee Seow Hiang, CEO of Changi Airport Group (CAG) as the two took to the pitch to launch the start of a new football programme for youths from less privileged backgrounds.

On 25 Jan, Changi Foundation, the philanthropic arm of CAG, sponsored the launch of Saturday Night Lights (SNL) at the Central district of Singapore, in partnership with the SportCares Foundation, the CSR arm of Singapore Sports Council. Youths from North Light School and Marine Parade constituency were now part of a special football programme designed to develop character and instil positive values despite the challenging circumstances they were facing in life.

Every Saturday evening, these youths gather for a meaningful time of football coaching, personal skills training and team camaraderie. The 40-week programme welcomes coaches from the Real Madrid Foundation offering mentorship to the youths, with occasional guest

appearances by local sports celebrities providing motivational talks and workshops on other life skills such as first-aid, nutrition as well as job interview skills, among others.

Minister Tan said, “The purpose of the SNL programme really is not just about football but using it as a platform to instil values like discipline, teamwork, dedication and being punctual. These are all life skills which will last you a lifetime.”

The launch event, held at the ITE College Central, was graced by Minister Tan, Mr Lee, Mr Lim Teck Yin, CEO for Singapore Sports Council, Changi Foundation volunteers, as well as a 300-strong crowd comprising family and friends of the participants. The friendly match saw Minister Tan’s team, made up of youths from Marine Parade constituency, pitting their skills against CEO of CAG, Mr Lee’s team, comprising youths from NorthLight School. The match ended with a score of 3 - 0 in full view of the ecstatic crowd. Notwithstanding, all the boys, big and small, marched off the pitch with smiles and laughter as the match drew to a close and dinner beckoned.



PLAYERS FROM NORTHLIGHT SCHOOL POSING FOR A GROUP SHOT WITH CHANGI FOUNDATION VOLUNTEERS BEFORE KICK-OFF

## THE ART OF TIMEKEEPING

The newly opened Maison de Chronus by Shilla Travel Retail brings the very best of Swiss watch-making to Changi Airport. Located at the Terminal 3 transit lounge, the swanky boutique carries an extensive collection of over 3,000 watches from world-renowned brands including IWC Schaffhausen, Jaeger-LeCoultre and OMEGA.

Making its debut at Changi Airport and available exclusively at Maison de Chronus is luxury watch brand, Piaget. Other Swiss watch brands brought into Changi for the first time too include Swiss watch brands Breguet and Blancpain.

Besides these high-end labels, shoppers will be spoiled for choice by a gamut of other brands, including Calvin Klein, Emporio Armani, GUESS, Hamilton, Longines, Rado, Swatch and Tissot.

Committed to enhancing the customers' experience at their store, five highly trained watch specialists will assist customers by providing recommendations and technical expertise on the unique features of each timepiece.



## PARIS BAGUETTE: WITH LOVE FROM KOREA

The world's most well-loved Korean café is finally here at Changi Airport! Located at Terminal 2 Arrival Hall, Paris Baguette offers over 40 choices of pastries, bread and desserts, special brunch menus and specialty beverages.

With so many to choose from, one can be too spoiled for choice. Fret not, as Changi Connection recommends some of the must-tries:

First up – the **Oh-my Baby Crepe (\$8)**, Paris Baguette's top selling item! Featuring layered soft, moist crepes with custard cream and fresh strawberries, this would definitely go well with an aromatic cup of coffee for the perfect tea break.

But for something more substantial, make a beeline for the **Seafood Chowder in Bread (\$10)**, exclusively served at Changi Airport. This duo of hot chowder soup and baked fresh bread is great for a satisfying meal before your flight!

## UNIQLO OPENS AT CHANGI AIRPORT!

UNIQLO opens its very first store in the world in an airport Departure Transit Lounge right here at Changi Airport Terminal 1! To celebrate the store opening, UNIQLO will be giving away a free tote bag\* with every \$40 nett purchase in a single receipt, available exclusively only at the airport outlet. So come on down today to get yours! \*While stocks last.



## SINGAPORE AIRSHOW 2014 - A PEEK INTO OUR FUTURE

The aviation world descended upon Singapore – and Changi Airport's stellar booth – at the Singapore Airshow 2014 for more than a glimpse of Changi's future developments.

For the first time, members of the public got up close and personal with mega 3D models of Changi's

upcoming projects - Terminal 4 and Project Jewel – with guests showing much anticipation on Changi's bright future. Amongst 1,000 exhibitors from 72 countries, CAG boasted one of the more colourful booths at Singapore Airshow, with its signature hues of purple and orange adorned with ample sprinklings of tropical flora. The booth was visited by almost 12,000 trade and public visitors. A special game was also created with keepsakes given away to encourage social media fans to visit the booth.

Missed our booth at the Airshow? Fret not. The 3D models will be transported back to the airport and put on display very soon, so stay tuned!



**CHANGI AIRPORT BOOTH AT  
THE SINGAPORE AIRSHOW 2014**

#### **EDITORIAL TEAM**

Ivan Tan (Advisor)  
Robin Goh (Editor)  
Shannon Lim (Deputy Editor)

#### **CONTRIBUTORS**

Corporate Communications Team  
Ho Zhi Li  
Melina Khong  
Anthea Tan  
Tay Shu Wei Sheryl  
Jo-ann Quah

#### **DESIGN**

Full Bleed Pte Ltd

#### **CHANGI AIRPORT GROUP (SINGAPORE) PTE LTD**

P O Box 168, Singapore Changi Airport  
Singapore 918146

Tel: (65) 6595 6868

Fax: (65) 6542 3223

[www.changiairport.com](http://www.changiairport.com)

[www.changiairportgroup.com](http://www.changiairportgroup.com)

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