



SBFF Empathy Series

Empowering our F&B Workers Against Abuse

23rd May 2022

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About Me





Background

Health Concerns for F&B Workers

- As they work during meal hours where customers are dinning in, they often have no organized eating pattern and this could encourage them to eat convenience food at odd times of the day and night.
- This work pattern can also have psychological effects on chefs, as they miss out on social activities due to work and can become isolated from friends and family due to the antisocial hours during which they work.
- Management plays a huge role in helping these workers cope with the mental and health stress involved with the job.



Problems & Abuse Faced By Service Staff

Stress While Dealing with Service-related Issues

- The matter was exacerbated with enforcements on Safe Distancing Measures, such as regulating vaccination status or group sizes.



Instances of Abuse Faced by Service Staff

mothership



2 customers allegedly smash plate, threaten to beat up staff at Fat Po near Punggol container park

Their behaviour was witnessed by many diners on Saturday night.

Belmont Lay | May 06, 2021, 05:22 PM



Customer throws chicken at Bedok stallholder as he can't order S\$2 worth of chicken when minimum order is S\$3

The stallholder was holding a chopper.

Belmont Lay | May 06, 2021, 05:22 PM



Follow us on Telegram for the latest updates: <https://t.me/mothershipsg>

mothership



Man seen on video verbally abusing Hougang Mall McDonald's staff over ice cream

This is too much.

Belmont Lay | March 15, 2018, 11:39 PM



Customer verbally abuses staff at McDonald's Punggol, uses vulgarities on her

Not nice. Not nice at all.

Lean Jinghui | July 25, 2021, 10:03 PM





News

Entitled customers: How F&B outlets give the best service while still following Covid rules

F&B owners share challenges on enforcing dining-in rules when unvaccinated customers turn abusive

F&B outlets have had bad reviews as well just because some disgruntled patrons felt discriminated against due to their unvaccinated status.

Since re-opening after Phase 2, owners have had to turn away customers with fake vaccinations certificates



Opinion

How can we stay motivated in our jobs when toxicity, restlessness and fatigue set in?

When negativity hits, employers and employees have to do better than just superficial solutions to stay inspired at what we do

Enjoy your work! Toxicity takes away your joy. Recognition (monetary or otherwise) helps regain it. However, what keeps you committed to what you do is knowing why you do it and who you do it for



Opinion

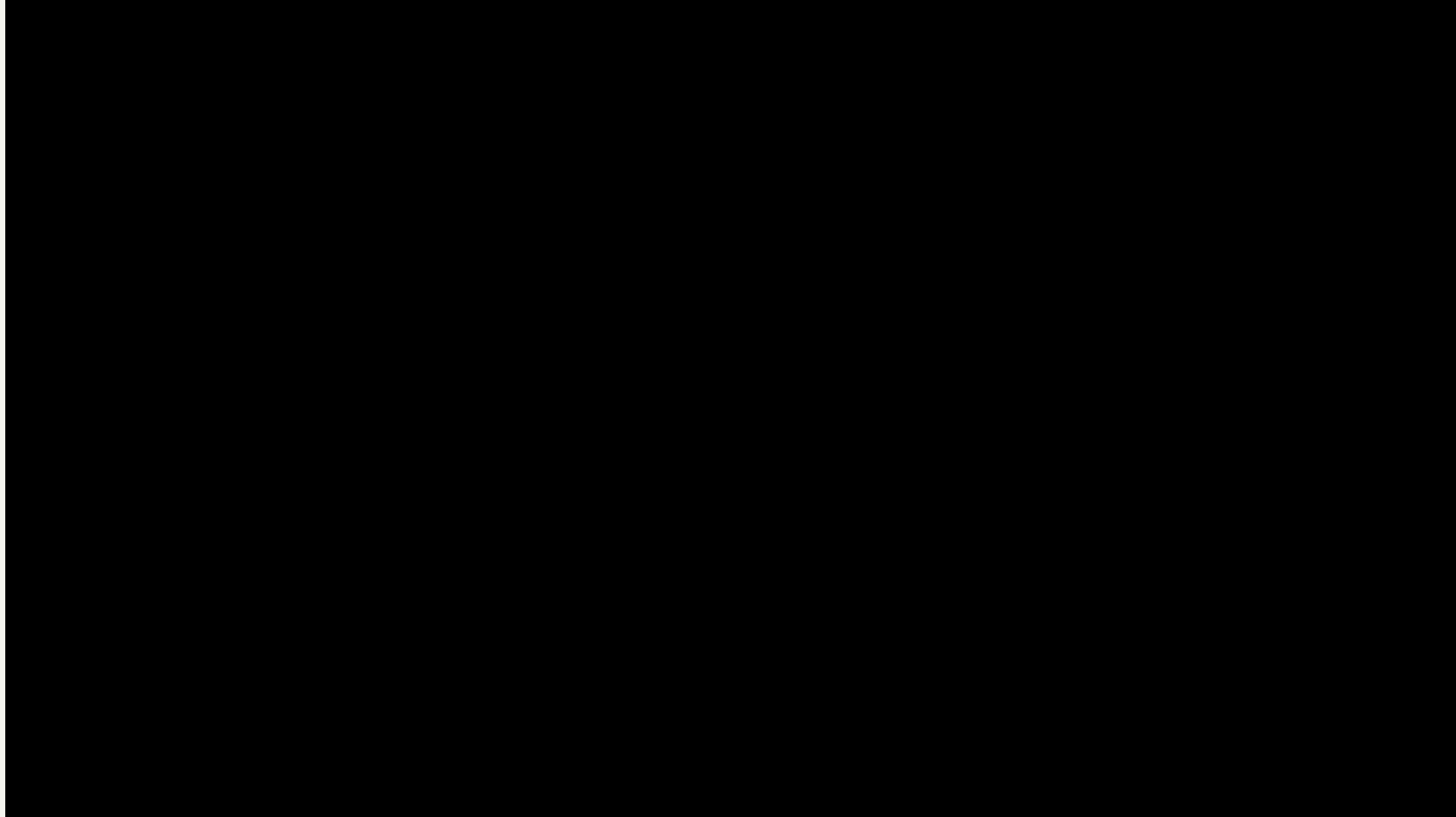
Balancing work and mental wellness may be all but a walk in the park

Most only pay attention to mental wellness issues when we suffer the effects of the lack of it. How can we ensure that we don't get to that state?

Employers should support employees taking mandatory block leave as it can help encourage employees to disconnect for longer, allow workers to have time to recharge annually, and even support the diversification of work skills.

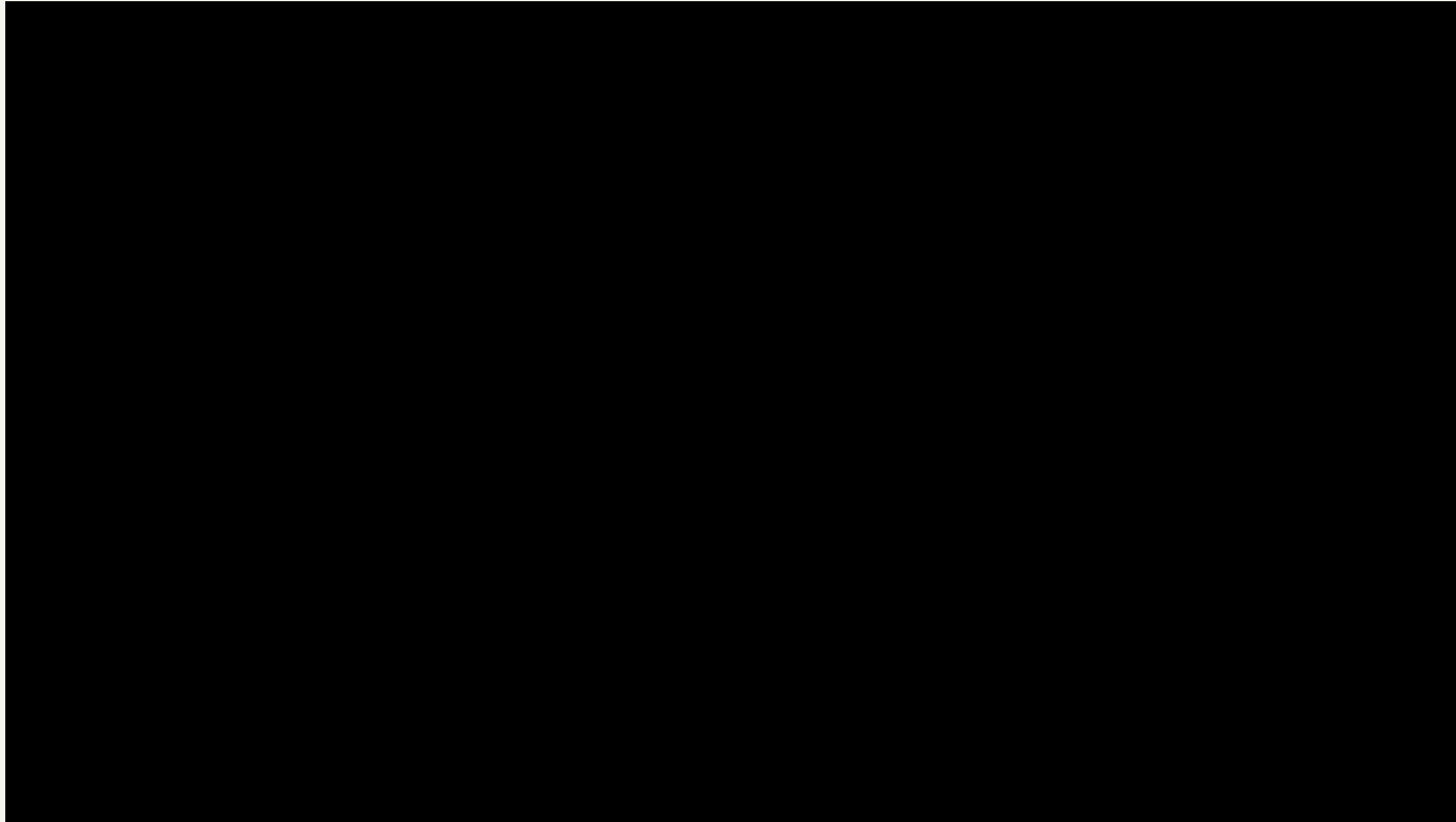
Employers should be incorporating work stress and mental health risk measurements to help put a process in the workplace to keep wellness, workload and stress in balance with each other.

Kindness@Work Greater Together



Greater Together: Meeting Room

Kindness@Work Greater Together

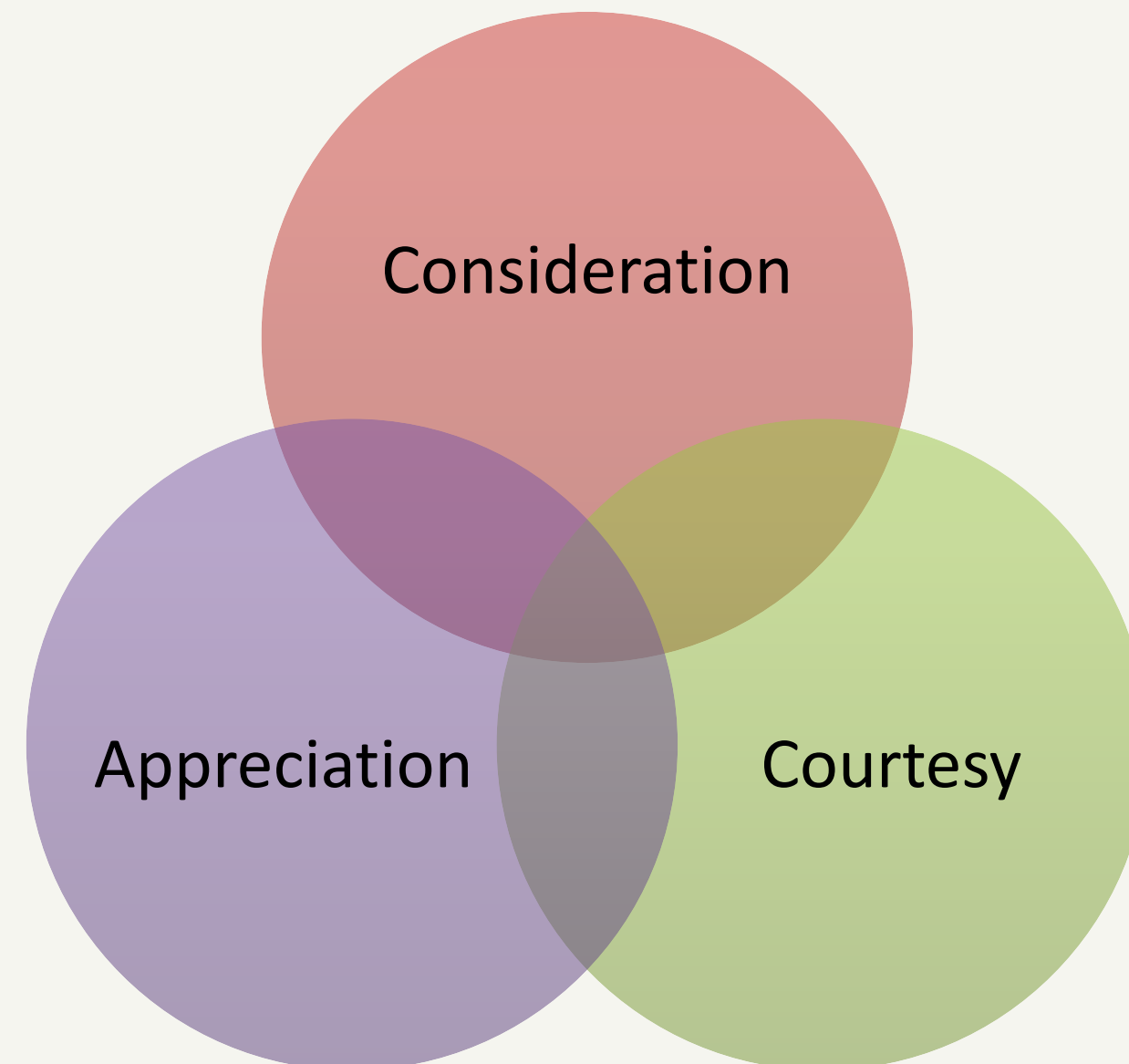


Greater Together: Pantry

What is Kindness@Work?

An internal initiative aimed at generating a happier, more gracious workplace across all major organisations in Singapore.

The call: to put the 3 pillars of graciousness – *consideration, courtesy & appreciation* – into action in the workplace.





Why Kindness@Work?

The background is a colorful, stylized illustration of a community event. On the left, a large, friendly-looking orange Singa mascot wearing a blue t-shirt stands prominently. Behind it, a building with a striped awning is visible. To the right, a 'Kindness Gallery' is set up with various items on display. A sign above the gallery reads 'Insta Kindness with Singa'. In the foreground on the right, there is a large, colorful vase with a striped pattern. The overall scene is bright and cheerful, promoting a positive work environment.

Hi! I'm fine, you?
Oh, had a busy weekend
so I might look a little tired,
but I'm ready for the big
presentation, of course.
How's everything with you?

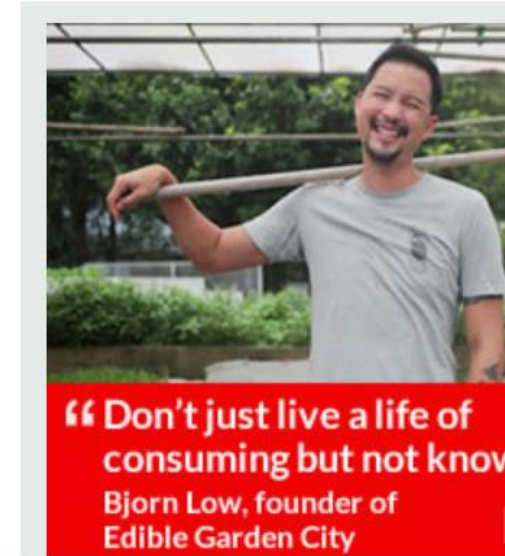
If you're struggling with stress or anxiety at work,
don't keep it to yourself. Seek help, or talk to
someone, because we're **Greater Together**.

BE GREATER.

More working from home feel stressed than those on Covid-19 front line: Survey

COVID-19 SPECIAL

Isolation, job uncertainty continues to take a toll on workers even after easing of circuit breaker measures



Coronavirus: Employers urged to support workers' mental well-being during outbreak

The VUCA World



Redefining VUCA

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graph TD; A[Redefining VUCA] --- B[Vigilance]; A --- C[United]; A --- D[Compassionate]; A --- E[Adaptable]; B --- B1[Practicing social responsibility]; C --- C1[Stand in solidarity to overcome as one]; D --- D1[Showing care and concern for each other]; E --- E1[Work in the "new normal"];
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Vigilance

Practicing social responsibility

United

Stand in solidarity to overcome as one

Compassionate

Showing care and concern for each other

Adaptable

Work in the “new normal”

I. Personal Happiness

“Doing a kind act bestows a sense of satisfaction not only on the **receiver**, but also on the one who **performs the act** and those who **witness** it.”

- *Journal of Happiness Studies*



GIVING FACT #5
happify.com

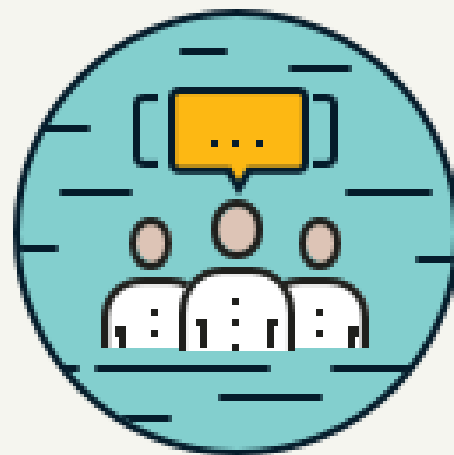
A kindness feedback loop

When we do something nice
for someone, we feel happier.
And the happier we feel, the
more likely we'll perform
another kind act.

AKNIN, L., NORTON, M.I., & DUNN, EW. (2012) JOURNAL
OF HAPPINESS STUDIES

2. Kindness increases productivity

- Greater **synergy** & more positive working relationships
- Engaged employees are more loyal, committed and proactive in going the extra mile



Synergy

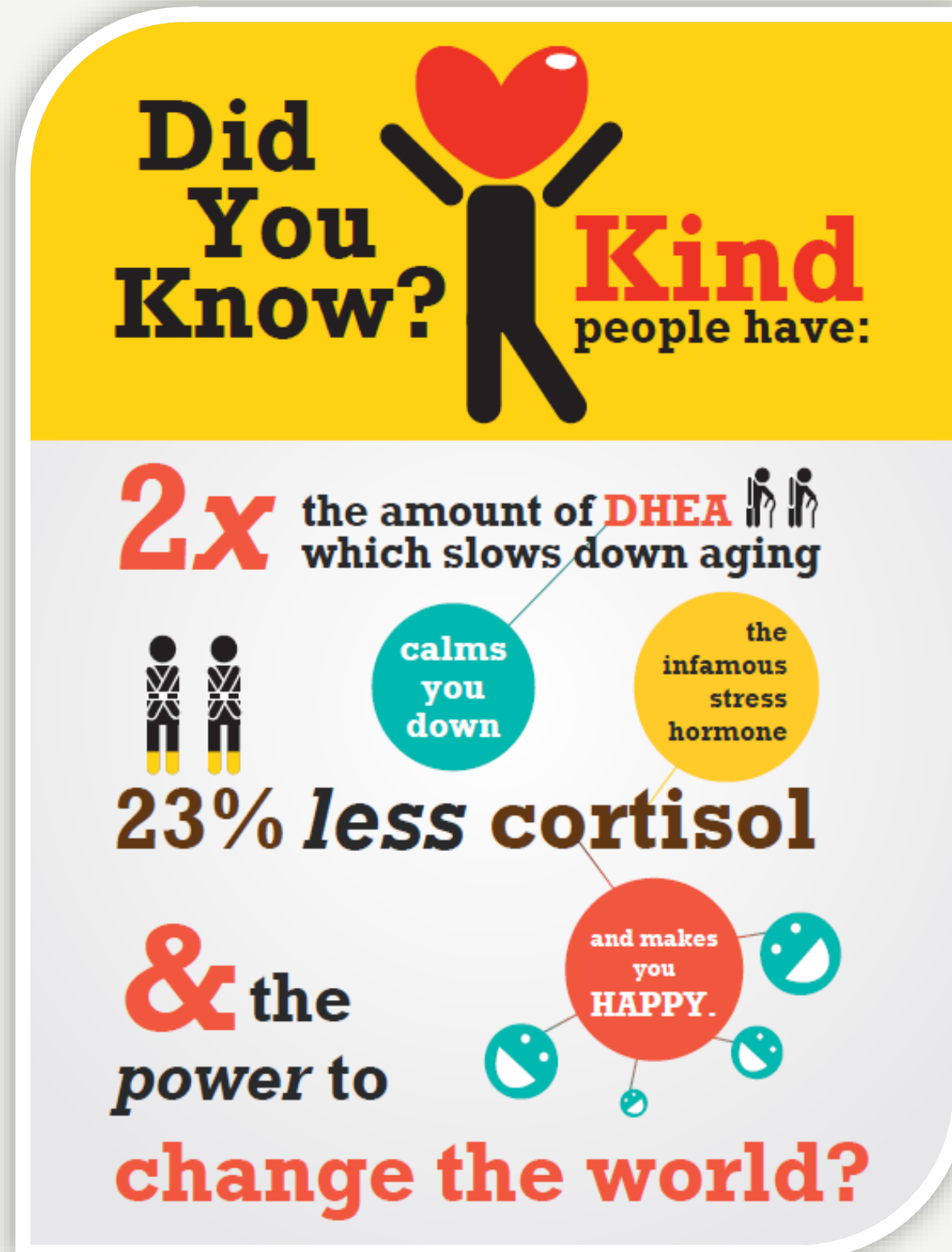


Kinship



Mindset

3. Kindness reduces stress



- Dopamine & Endorphins **reduce stress**
- Dopamine is associated with **positive thinking**
- Endorphins are our body's **natural painkillers**



News

Thoughts of going back to the office stressing you out? Don't worry, you're not alone

In the new Phase 3 normal, how can bosses help employees maintain healthy boundaries between work and home, and stay healthy and productive?

Leaders can reach out to their team members **one-on-one**, as some people may not be comfortable speaking up about their problems in a group setting.

This includes supporting staff with the right infrastructure and ergonomics at home, and being more **empathetic** to each staff's family situation.

Supervisors could take a more understanding view to allow staff to **travel at off-peak period**.

Prioritising our physical and mental well-being will help us make the most out of WFH and come out of this pandemic stronger.



Feature

Five ways to cope with stress while working from home

Finding yourself working longer hours and struggling to draw the line between work and home? Here's how you can cope with stress while WFH.

Joint Collateral: SKM X WSH

- E- posters that can be placed inside e-menus for all restaurants and food outlets



**A LITTLE
KINDNESS
GOES A LONG WAY**

As we delight you with our service, a kind word and warm smile will make our day. A Kinder You, A Stronger Us.
Create a Safer and Healthier Workplace together.

The poster features a cartoon lion on the left wearing a blue shirt with a yellow flower and green shorts, waving. On the right, there are illustrations of four service staff members: a woman in a purple dress, a chef in a white uniform, a waiter in a tuxedo, and a server in a white uniform. The background is a solid yellow color.

 **singapore
kindness
movement**

 **WORKPLACE
MENTAL WELL-BEING
CAMPAIGN**

In collaboration with
 **WSHCOUNCIL**
Tripartite Alliance for
Workplace Safety and Health

Contact us

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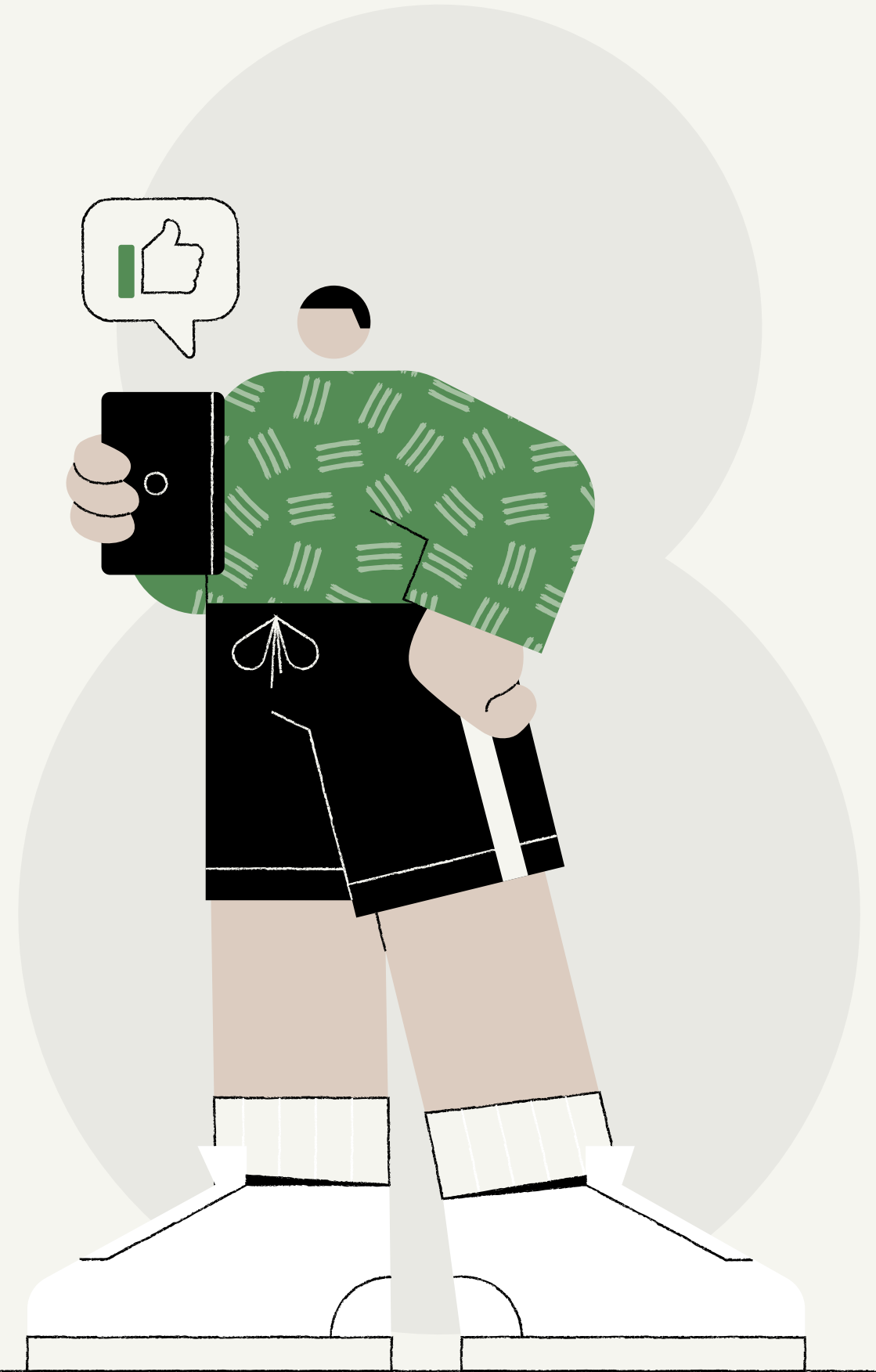
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Insta Kindness with Singa

Questions?

Celebrate
National Day
Singapore's 50th
birthday. Singa
celebrates with a
colourful, vibrant
and joyful display.

Instagram
Take photos with us
and post on social media
#Singa50 to enter
the draw.

On top of that, our team
will also have a Singa
selection of over
100 items for sale.
Kindness Gallery! Be
accountant/post "public" &

© 2015

Thank you!

BE GREATER.

