



	Rules	How to Drive	Who Can Be A Part Of It?
<b>Guest Feedback</b>	Your name must appear on a positive note. Only applicable on reviews rated 4 or 5 (out of 5) or 8,9 or 10 (out of 10)	Use your name more, let guests know your name, speak to guests, get noticed, smile, and go that extra mile!	Every Department, Every Person  Unlimited, can get multiple coins for this!
<b>Sales Leads</b>	Pass a completed sales lead form / email to Janette. Lead must generate more than 1k.	Speak to your friends and family, speak to peers, share our business posts & images on your personal social media!	Every Department, Every Person  Unlimited, can get multiple coins for this!
<b>Heartbeat Key Metrics</b>	The hotel must achieve all 5 key metrics (Overall Experience, Loyalty Recognition, Overall Arrival Experience, Cleanliness, Breakfast) above 80	Follow Making Guests Smile, use arrival reports and preferences, recognise members, check cleaned rooms, speak to guests, check back, follow training, go that extra mile!	Every Department, Every Person  1 Coin per employee per month
<b>Cost Savings</b>	Controlling lost revenue – department trackers will be reintroduced, if at the end of the month our department is at £0 then you will have achieved it!	Checking through all the details, delivering great service and product every time, speak to guest and manage any issues	Every Department, Every Person  1 Coin per employee per month
<b>Delivering Profit</b>	Key to our performance is our Gross Operating Profit (GOP). This is done by driving revenue and controlling costs. Very simply we beat the budget you get a coin	Knowing what is expected. What is the GOP % target? Driving up sales, controlling costs. Delivering great service. TEAMWORK! Every department must play their part for this to be delivered!	Every Department, Every Person  1 Coin per employee per month

These incentives are open to all team members up to and including assistance HOD level. HOD and above have their own incentive programme. Each HOD will also have 5 coins to issue to those that go above and beyond each QUARTER, only caveat is that they cannot issue to their own team...

Incentives can be changed and amended at any time by the senior management of the hotel.



When you meet the criteria noted above you will generate a coin which will be given to you by HR. This will also be logged onto our tracker system (just encase loses their or anyone tries to amazon deliver their own coins!) Each box below represents 1 coin. There are 24 boxes so 24 coins (if you save them!) gets you the top prize!

It is the responsibility of the HOD of each department to advise HR each month how many coins have been achieved so they can be issued. This should be done within 10 days of the prior month end.

Those coins can then be exchanged for those prizes below. You can spend them as you get them, or you can save them for a bigger prize! If you get to 24 and get the big prize, then you start again – no limit to the number of coins you can get in the year and prizes you can earn!

We did look at the previous incentives before making changes for 2023. We are confident this gives EVERYONE the chance to get more and better than before! Any questions please ask!

**PRIZE GRID!!!!**

