



	Rules	How to Drive	Who Can Be A Part Of It?
Guest Feedback (All Reviews!)	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 Capped at 10 per month for this!
Sales Leads	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!
Heartbeat Key Metrics	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
Cost Savings	Controlling lost revenue – department trackers will be reintroduced, if at the end of the month your 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 quarter
Delivering Profit	Key to our performance is out 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 3 Coins per employee per quarter

These incentives are open to all team members up to and including assistant HOD level. HOD and above have their own incentive programme. Each HOD will also have 1 coin to issue to those that go above and beyond each QUARTER, only caveat is that they cannot issue to their own team... In addition, employee of the month will receive 2 coins and runners up 1 each!

Incentives are not applicable to any employees working notice period.



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. Ideally, 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 72 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!

There has been no change to the target in 2025. We did look at the previous incentives before making changes for 2024. Being candid, the incentives for 2023 were perhaps a touch too easy to achieve! These are stretched but achievable.

Each department has their own department incentives in addition to this as well which all count!

PRIZE GRID!!!! – Prizes can also be substituted just ask! E.g. If you get to 72 coins and want a laptop instead of a PS5 then we can do this!



This incentive programme DOES not end at the end of the financial year, you can keep adding them up for a bigger prize! Incentive can be change or amended at any time by hotel management. **CAVEAT – IF THE HOTEL SCORES BELOW 70 AND IN THE AT RISK CATEGORY ALL COINS THAT MONTH ARE VOIDED.**