

## **Heartbeat Boost Incentive!!**

### **Who:**

Applicable for selected operational departments – specifically Front Desk, Maintenance, F&B, Kitchen & Housekeeping.

### **What:**

Main team member incentive covers getting all green, this is a step further. For each month relevant metric is above 90 each team member gets 1 coin (including supervisors)

Front Office – Loyalty Recognition & Overall Arrival scores above 90. Overall Departure score to be added when target set in Q2.

Housekeeping – Cleanliness (Room) score above 90

F&B & Kitchen – Breakfast Score above 90

ALL Departments noted above – Overall Experience score above 90.

As with other incentives it is the responsibility of the HOD, to ensure this is given to accounts so that payments can be made. The incentives will be one month in arrears. So, for example if this is achieved in September, proof of that needs to be with accounts by the 15<sup>th</sup> of October allowing those coins to be issued and added to the tracker!

### **How is it measured:**

Ops Manager will monitor this and provide monthly statistics to Carina to enable coins to be issued and the total added to the main tracker.

### **When:**

Starts effective Jan 1st, no end date currently.

### **Why are we doing this:**

Better scores deliver better revenues!