

Foodservice Rewards®

Recognition Ideas



Why recognize a great performance?

Did you know that when good employees leave their jobs, 25% of them say that lack of recognition is the primary reason they leave? As a manager, the cost to your organization is more than the price of recruiting new employees and training them in—there is also the potential loss of customers loyal to an employee, the loss of knowledge that a good employee brings to the job, and the cost in employee morale.

But the benefits of recognition go beyond simply retaining employees. They also allow you to increase productivity, drive your organization in the right direction, and establish a tradition of excellence that your customers will appreciate.

Best of all, you can tailor the recognition you give to specific achievements, giving you the most impact for your rewards budget.

What behavior should I recognize?

What you recognize depends a lot of your organization's requirements, goals, and needs. If your business has a lot of turnover, rewarding longevity may be the answer. If you notice that the number of accidents in the kitchen has increased lately, finding ways to reduce accidents and reward employees for their safety may work for you. Consider the following examples of employee recognition and see if any of them could apply to your organization. Or create a unique program and let us know about your success at www.foodservicerewards.com, just click on Contact Us and send us an email with the details!

Sales Goals

Does your organization have sales objectives? Achievements of monthly, quarterly and yearly objectives are causes for celebration and recognition. What's more, by recognizing individuals and teams, you help to increase job performance among all your employees! Who you can recognize depends a lot on how you measure goal achievement. Here are some ideas:

- Reward the shift that has the highest percentage of increased sales in a given quarter.
- Recognize the individual who sells the most of a featured item during a given week.
- Provide rewards to all employees when you achieve your quarterly or yearly sales objectives.

Safety Objectives

It's obvious that accidents in the workplace can be very serious and rewarding employees who practice safety is one way to combat these incidents. Some ideas for safety initiatives include the following:

- Ask employees to submit safety suggestions, and then implement the best suggestions and reward the employees(s) who came up with them. The ideas can be big—or as simple as using a ladder for a particular activity or providing extra mops to clean up spills.
- Track the number of accidents each employee reports and reward the teams that decrease the number of accidents during a quarter. By making this a team effort, you not only encourage individuals to be more careful but also to help their teammates be more careful as well.

Cost-saving Ideas

Do you see your costs rising? Since they are involved in your company's day-to-day operations, employees may have the best ideas on ways to eliminate waste and save money. Here are some ways you can reward them:

- Invite employees to submit ideas on how to reduce company costs and eliminate waste. Implement the best ideas and measure how much money your business saved each quarter. Have the reward be proportional to the money saved—for instance; give a larger reward to an employee whose plan saves \$1,000 and a smaller reward to one whose plan saves \$500.
- Identify an area of the business where you see rising costs—perhaps there are some supplies that can be used multiple times but are frequently discarded after a single use. Track which team does the best job of reducing specific costs throughout the quarter and reward them for it. By making it a team effort, employees will make sure that their teammates are not wasting materials or increasing your costs unnecessarily.

Longevity of Service and Punctuality

The experience and knowledge that long-term employees bring to the job can be priceless. And the longer they stay, the more valuable they become. Similarly, an employee who arrives on time or is rarely absent increases your business' productivity. Here are some pointers on how to reward longevity and punctuality:

- If your business suffers from high turnover, offer rewards to those who stay longer than the typical employee does—whether that is three months, six months, one year or more. Increase the reward amount with the length of service.
- Make the rewards cumulative—an employee who stays for over a year can earn both a six-month and a one-year reward. This approach recognizes the milestones that your employees have achieved and encourages them to focus on the future.

- Measure the punctuality and absenteeism of each employee quarterly. Reward those who are on-time everyday with no absences.

Volunteer Efforts

If some of your employees volunteer outside of work for activities that reflect well on your business, take the time to recognize them. For example:

- Thank the employees who help out at a local food drive with a small reward.
- Congratulate a company-sponsored softball team that participates in a community league with a special reward they can all enjoy—a TV in the break room or a cooler to hold their refreshments on the field.

On-the-Spot Rewards

Consider the small efforts that your employees make daily to improve customer satisfaction, encourage teamwork, etc. Then announce to all employees that you'll be providing instant recognition to those you see exhibit specific behaviors. These could include:

- Rewarding an employee who handles a difficult customer request with a positive attitude.
- Recognizing the employee who swaps hours or puts in overtime to help out a fellow employee.
- Congratulating an employee who volunteers for a particularly unpopular task with a small reward.

What rewards should I use from Foodservice Rewards?

Which rewards to give from Foodservice Rewards—and at what point value—depend, of course, on the activities you are recognizing. The achievement of an annual goal, for instance, should include a reward of greater value than the attainment of a monthly or quarterly goal.

You should also make sure that any activities you recognize have an appropriate reward associated with them. On-the-spot recognition should probably have smaller reward amounts than, say, those given for longevity rewards.

For individual rewards, it sometimes works best to reward the employee a certain number of points and let the employee choose an item equal to that point value. This makes the reward more personal and often more appreciated.

For group rewards, a pre-determined item often has the biggest impact and is easiest to promote. If you want to reward all employees who are on time everyday for a year, for example, you can reward each of them with a watch from Foodservice Rewards. Employees will know what they are working to achieve and the item reflects their accomplishment.

Any tips on the actual reward presentation?

The value of a reward is more than just its point value. When you present the reward in front of the employee's teammates, its value increases with the employee's pride in being recognized.

For the achievement of long-term objectives, such as sales goals, consider organizing a formal presentation ceremony. This added effort demonstrates how important you think this achievement is for the business as a whole, encouraging other employees to emulate their teammate's success.

Deliver the reward as soon after its achievement as possible. On-the-spot rewards, by their nature, should be given immediately after you see an employee going above and beyond to reinforce the good behavior.

Look for employee recognition ideas in the Foodservice Rewards eNewsletter and remember to send in your success stories to www.foodservicerewards.com, just click on Contact Us and send us an email with the details!