

Recognition planner

A month of recognition, each one specific, named, and delivered in front of the people who were there.

Week	Who	For what (the specific thing)	How	When	Delivered by	In front of the team?
1						
2						
3						
4						
Month						

TWENTY WAYS, FROM THE LEADERS IN THE BOOKS

1. Name the person at lineup for one thing they did yesterday, with the detail
2. Read a guest's comment aloud with the colleague's name
3. Tell the colleague's own manager what you saw, within the day
4. A handwritten note to the colleague's home
5. Have the guest who was looked after write the note
6. Lunch or dinner for the most substantive guest observation of the week
7. Recognize the colleague who caught a fault before it reached a guest
8. Recognize a decision made without permission that turned out right
9. Recognize the colleague who covered for someone, and the one covered
10. A most mentioned colleague count from guest comments, announced monthly
11. Colleague of the month, chosen on named incidents
12. A weekly champion, announced at the same lineup every week
13. Certificates at the monthly team meeting, presented by the general manager
14. A heart of house wall for guest letters that name a colleague
15. An annual award presented in front of families
16. Finish someone's shift so they can be at their best for what matters to them
17. A day working alongside a colleague in their department
18. Hand over a decision, with the authority written down
19. The colleague's name on a dish, a cocktail or an amenity they created
20. Promote from within, and say in public that the person grew up here

THE ONE RECOGNITION I WILL GIVE IN PERSON THIS WEEK