



100
YEARS OF
Hospitality

2019 RECOGNITION PLANNER

Simple Tips for Mapping Out Your 2019 Recognition Efforts.

Recognition doesn't just happen; it's part of a well-thought-out strategy. But that doesn't mean it has to be complicated. By spending a few minutes to map out a 2019 plan, you can increase the impact of your recognition efforts, saving you time, energy, and money over the course of the year. Use this planner to organize your thoughts. To get the most out of your recognition plan, consider the following:

PLAN AROUND YOUR OBJECTIVES.

1. Identify goals and areas for improvement, such as SALT scores, absenteeism, or hotel safety.
2. Align your recognition efforts with these goals. For example, if you want to improve helpfulness scores, you might consider recognizing a weekly or monthly "Helpful Hero."
3. Communicate your goals to Team Members.
4. Recognize your team along the way and keep your efforts fresh. Evaluate and measure your efforts. Be flexible, and adjust your plan as needed.

USE YOUR RESOURCES.

- You'll find a variety of tools to help you with your recognition efforts at www.Hilton-Recognition.com:
- Make regular CEO Light and Warmth Award nominations.
 - Subscribe to the "Recognition Matters!" eNewsletter.
 - Participate in the Catch Me at My Best program June – August.
 - Prepare for Hilton's 100th on May 31. Access the toolkit at hwrn.co/100.
 - Download and distribute customizable certificates, thank you cards, and other materials.
 - Send a HIGH FIVE at hwrn.co/hi5.
 - Celebrate International Housekeeping Week and Team Member Appreciation Week in September.

REMEMBER IMPORTANT DATES.

Identify significant dates and milestones for your hotel, and plan your recognition efforts around them. The 2019 Recognition Calendar includes important recognition dates such as Catch Me at My Best, International Housekeeping Week, and Team Member Appreciation Week, as well as the nomination deadline for the CEO Light and Warmth Award. You can also enter dates specific to your hotel, including service anniversaries and birthdays, Team Member of the Month deadlines, and hotel anniversaries and events. Watch the Lobby for more corporate and department milestones that you can promote with your team.



RECOGNIZE ALL DEPARTMENTS!

At Hilton, we've designated a specific month to recognize every department in 2019. Use this calendar to make sure no department gets left out. You can also find department-specific recognition tools, like certificates, thank you cards, and water bottle labels, at www.Hilton-Recognition.com. Don't forget to tell us how you're recognizing your team at hwrn.co/cs for a chance to win USD \$50. We will select two winners every month. Find out more at hwrn.co/rules.

RECOGNITION RESOURCES



THE CEO LIGHT AND WARMTH AWARD

It's our highest form of recognition. Winners will receive USD \$10,000 and more.



CATCH ME AT MY BEST

Every year, we dedicate three months to catching Team Members at their best.



HIGH FIVES

An email HIGH FIVE is a fast, fun, and free way to show your dedication.



INTERNATIONAL HOUSEKEEPING WEEK

Every September, we take time to celebrate our Kings and Queens of clean.



TEAM MEMBER APPRECIATION WEEK

Now in September, the chance to thank every Team Member across the globe for delivering exceptional experiences.



CORPORATE RESPONSIBILITY

Recognize Team Members who bring Travel with Purpose to life.



SERVICE ANNIVERSARIES AND BIRTHDAYS

You'll find tips and tools to recognize these important milestone dates.

FIND MORE TOOLS AT WWW.HILTON-RECOGNITION.COM.