



Team Engagement Initiatives

PROPERTY
spotlight



Spokane Public Facilities District



TEAM ENGAGEMENT AND RECOGNITION

SINGLE PAGE OVERVIEW

ENGAGEMENT & RECOGNITION

- Daily Recognition Program
- Quarterly Game Changer Award
- Going Away Plaques for Employees Departing Honorably
- LIV Videos (Levy Informational Videos)
- Summer Party, Holiday Parties, Chili Cook Off
- Employee assistance w/ Big Table
- Partner with local social service agencies to provide work opportunities for those ready to reenter the workforce

1

TOP GOAL(S)

- Drive engagement
- Improve employee recognition and appreciation
- Low cost, high reward projects

2

IDENTIFYING THE SOLUTION

Our solution costs us very little monetary resources, but provides great benefit to employee work and personal life.

3

KEY COLLABORATORS

- Management nominations daily or weekly
- Any employee that wishes to participate
- Social Service Agencies and outreach
- HR leads the way

4

IMAGERY BOARD



TODAY'S "BEST"
(202)

Jeremy, Tori, Andrea, and Marlee!!!
Superb customer engagement!
Had everyone smiling and having a good time!!
WAY TO GO!!

SUPPORTING INFORMATION

DETAILED POINTS

GAME CHANGER AWARD

Management team nominates and votes on most impactful teammate of the quarter

DAILY RECOGNITION

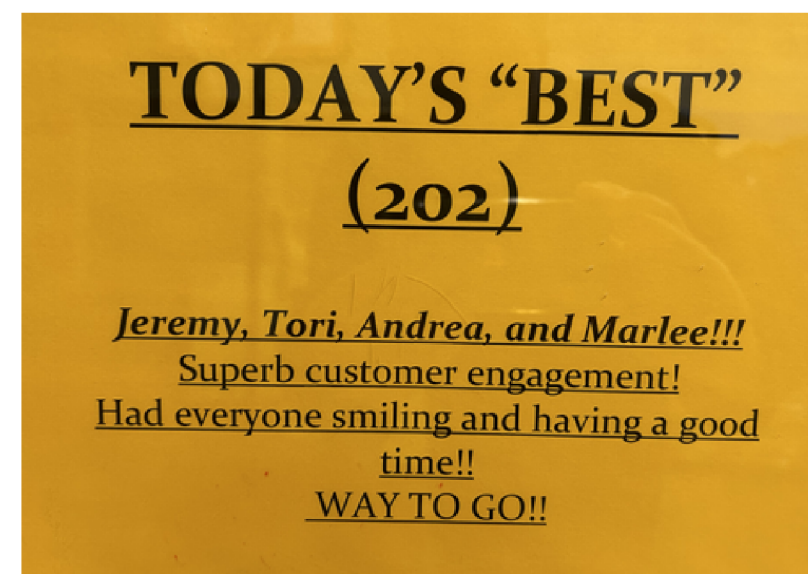
Several times a week management submit to HR high performance or wow employees

EMPLOYEE PARTYS AND COOK OFFS

Employees participate in cooking contest with peer voting, get to eat the benefits. Parties to bring employees together outside of work in a fun environment

RECOGNIZING THE TEAM FOR ALL TO SEE

When Levy asks we submit recognition to employees that are to be appreciated



WHAT DRIVES THE VALUE OF THE PRODUCT, CONCEPT OR INITIATIVE?

CHECK ALL OF THE BOXES THAT APPLY AND THEN USE AS THE GUIDING POINTS TO CRAFT "THE STORY" ✓

<input checked="" type="checkbox"/>	GUEST EXPERIENCE DRIVEN	The concept is geared toward the uniquely positive impact on the guest experience
<input checked="" type="checkbox"/>	FINANCIALLY DRIVEN	The concept is intended to increase revenue, or decrease product or operating costs
<input type="checkbox"/>	INNOVATION DRIVEN	The concept features new, advanced and original methods
<input type="checkbox"/>	SUSTAINABILITY DRIVEN	The concept is geared around environmental responsibility

<input checked="" type="checkbox"/>	COMMUNITY/ LOCAL INITIATIVE DRIVEN	The concept focuses on the aspects of partnering with people and organizations within our communities
<input checked="" type="checkbox"/>	RECOGNITION DRIVEN	The concept is intended to spark interest and gain recognition
<input type="checkbox"/>	MARKETING/ PUBLICITY INITIATIVE DRIVEN	The concept widens the tactical reach within our target markets
<input type="checkbox"/>	EFFICIENCY DRIVEN	The concept helps to streamline, simplify or rectify a current process

THE STORY/ MESSAGING

1

RECOGNITION DRIVEN

Recognizing our team create appreciation and drives the desire to be recognized

2

COMMUNITY/ LOCAL INITIATIVE DRIVEN

We working with Big Table to provide assistance too employees in need. We use a local social service to get people on their feet to provide community betterment but it also instills a sense of gratitude in the new teammate.

3

FINANCIALLY DRIVEN

We spend a few hundred dollars annually on all these projects an investment that we believe is in valuable.

4

GUEST EXPERIENCE DRIVEN

Appreciated and happy staff provides better service and drives guest experience.