

We are the
**HEART
OF HILTON!**



TEAM MEMBER APPRECIATION WEEK

OVERVIEW WEBINAR

TELECONFERENCE INFORMATION:

+1 (206) 445.0056 or +44 (203) 4333797

Code: 3356491344

Click on link in the chat area for additional global numbers



REMINDERS

- All callers will be muted.
- **Questions:** Please use the chat area if you have any questions. We will ensure we answer all questions before we close.
- A recorded version of the webinar will be posted on the e-kit by week's end.



WHAT IS

TEAM MEMBER

APPRECIATION WEEK?

An annual celebration to recognize and demonstrate our collective appreciation to our amazing Team Members around the world whose passion and commitment deliver extraordinary hospitality experiences every day!

***“Thank you for being the Heart of
Hilton!”***





THEME DAYS & CONTESTS

Sunday, May 22:

Kick-Off Team Member Appreciation Week

Monday, May 23

Great Environments: Showcasing your Heart-of-House

Tuesday, May 24

Great Careers: Recognizing Team Member Milestones

Wednesday, May 25

Celebrating our Vision, Mission & Values

Thursday, May 26

Happy Birthday, Hilton!

Friday, May 27

Great Rewards: Get Ready for Catch Me

Saturday, May 28

Great Place to Work: Creative Appreciation



HOW TO PARTICIPATE

- Go to the **Team Member Appreciation Week E-kit**, review Team Member Appreciation Week Messages and Tips and identify at least one activity to implement at your property/location.
- Download **Team Member Appreciation Week materials** to decorate and share with your team. **Note:** Pop-up banners, posters and flyers will be available Wednesday, May 11, so be sure to visit the e-kit then.
- Implement your activities during the week of May 22. Be sure to enter the **Team Member Appreciation Week contests** and share your stories on the Lobby.



SUNDAY: KICK-OFF



WE ARE HILTON. WE ARE HOSPITALITY.

TEAM MEMBER APPRECIATION WEEK

**2016 TEAM MEMBER APPRECIATION WEEK
KICK-OFF SHIFT BRIEF**

PREPARE: Review the Team Member Appreciation e-Kit. Download and print posters, decorations and collateral of your choice. Print Chris Nassetta's email message and download or link to the video (which can also be found in Chris' Corner on the Lobby).

SHARE: Today kicks off the second annual Team Member Appreciation Week! I can't wait to celebrate with all of you this week and recognize the many ways that each of you live our Vision, Mission and Values every day. It is truly your pride, passion and commitment that have made Hilton a leader in hospitality for almost 100 years.

SHARE: First, I'd like to share a message that Chris Nassetta sent out this morning launching Team Member Appreciation Week.

READ: Read Chris' message aloud.

DISCUSS: What stands out to you from his message?

SHARE: Now, let's watch a video that illustrates how together, we all bring Hilton's Vision, Mission and Values to life.

WATCH: Play the video that is linked in Chris' message.

DISCUSS: What is our Vision? Mission? Values? How did the video illustrate them? How do we bring the Vision, Mission and Values to life at our hotel/office? In each department? What questions do you have about the Vision, Mission and Values? And what inspires you most about them?

SHARE: You are the ones who fill the earth with the light and warmth of hospitality. You bring Hospitality, Integrity, Leadership, Teamwork, Ownership and Now to life every single day. You make the world a richer, warmer, and happier place. It's your warmth and smiles that delight our guests and your teammates. And it is you who is enriching the community that surrounds us.





MONDAY: SHOWCASING YOUR HEART-OF-HOUSE

- Take the heart-of-house outside your four walls and create a garden area or greenhouse for your team to enjoy. **Hilton Seychelles Labriz Resort & Spa**
- “Plant” a Thank You Tree Wall in your heart-of-house, where Team Members can write a note expressing their appreciation to each other. **DoubleTree by Hilton Hotel Johor Bahru**
- Hold a notice board decorating competition amongst the departments at your property/office and celebrate the winning team(s). **Hilton Rose Hall Resort & Spa**
- Take creative team photos and use them to decorate your heart-of-house areas throughout the hotel or office. **Hilton Grand Vacations at Tuscany Village**
- Give your team the celebrity treatment by transforming your Team Member restaurant/break room into a fine dining restaurant, including a red carpet entrance, formal table linens and settings, flowers, candles and a VIP greeting. **Hilton Pyramids Golf Resort**
- Surprise your team by decorating your Team Member areas with animal towel folds, celebrating the skill and creativity of your Housekeeping Department, and impressing your team at the same time! **Hilton Doha**

Don't forget to enter the Great Environments: Showcasing your Heart-of-House Contest for your chance to win a \$200 USD gift card!





TUESDAY: RECOGNIZING TEAM MEMBER MILESTONES

- Download the celebrating milestones templates and materials from the Hilton Recognition website.
- Identify Team Members who were promoted or transferred to new positions in the past year and recognize them during a Team Member event or on a notice board. Ask them to share their experiences with others.
- Identify Team Members who are celebrating milestone years of service (i.e. five, ten, fifteen years) and recognize them. Ask them to share their experiences with others.
- Create a special edition of your hotel or office newsletter recognizing all special Team Member milestones celebrated in the past year and feature their bios, fun facts or memorable stories!
- Create a Wall of Fame in your Team Member restaurant or breakroom, or a Hall of Fame in your back corridor by posting photos of Team Members who are celebrating milestones.
- Distribute a small gift to each of your Team Members who celebrated a milestone with a special thank you card from their manager or the General Manager.
- Share photos and bios of Team Members celebrating milestones on your social media channels to celebrate their achievements externally, as well as internally.

Don't forget to enter the Recognizing Team Member Milestones Contest Contest for your chance to win a \$200 USD gift card!





WEDNESDAY: CELEBRATING OUR VISION, MISSION & VALUES

- Download the Team Member Appreciation Week posters located on the e-kit and post throughout your heart-of-house areas.
- Ask Department Heads to facilitate a discussion about how Hilton's Vision, Mission and Values are brought to life in their department. Post blank poster paper in each department and challenge the department Team Members to write down all the things they do each day in relation to the Vision, Mission and Values.
- Host an art contest challenging each department to create a Vision, Mission and Values board in their area and creatively decorate it in a way that highlights the critical role they play in living these key principles.
- Create sweet treats with the Vision, Mission or Values printed on them.
- Print the Team Member Appreciation Week thank you cards and challenge each manager to write special thank you notes for Team Members who consistently live the Vision, Mission and Values.
- Select a Team Member for each Value—someone who goes above and beyond to demonstrate behaviors that exemplify this Value. Celebrate these Team Members with the team and specifically call-out examples of how they live the Value for which they are being recognized.

Don't forget to enter the Celebrating our Vision, Mission & Values Contest for your chance to win a \$50 USD gift card!





THURSDAY: HAPPY BIRTHDAY, HILTON!

- Celebrate with a local sweet treat, something that is part of your culture, traditions or popular in your regional cuisine. **Conrad Koh Samui**
- Set up a build-your-own ice cream sundae station, with ingredients like caramel sauce, M&Ms, sprinkles, chocolate, and more. You could even turn it into a competition for your Department Heads to lead or the whole team to divide and plan together. **Hilton Auckland**
- Host a cupcake decorating party for your team in your break room or Team Member restaurant. Provide all the decorations and invite the team to have fun and get creative. **Hampton Inn Ottumwa**
- Launch a Sweet Treat Contest for your team! Invite them to put their creativity to work, and create a special treat to celebrate Hilton's birthday. Select special judges (you could even invite guests to participate) and award fun prizes. **Embassy Suites by Hilton Santo Domingo**
- Surprise your Team Members with a Trolley Full of Surprises. Decorate a trolley (or cart) with posters, balloons and streamers, and travel through the hotel delivering chocolates or other sweet treats, along with a thank you card. **Hilton Alexandria Green Plaza**

Don't forget to enter the Sweet Treat Contest for your chance to win a \$250 USD gift card!





FRIDAY: GET READY FOR CATCH ME!

Chris Nassetta will send out the first e-Catch of the season in preparation for the full program launch on **June 1!**

This is the perfect time to share how you'll celebrate Catch Me with your team.

- Recognize your big Catch Me winners from last year once again.
- Review the Catch Me process for your hotel/office.
- Share any contests, incentives or prizes you are implementing.
- Talk to your Department Heads about how they can engage their teams.

**If you need more information about Catch Me at My Best, go to www.hilton-recognition.com.

Don't forget to enter the Get Ready For Catch Me Contest for your chance to win a \$250 USD gift card!



SATURDAY: CREATIVE APPRECIATION

- Produce a video in which all of the Department Heads, as well as other managers, record a thank you message for the team. Play the video as part of your Team Member Appreciation Week celebration. **Hilton Sharks Bay Resort**
- Launch a Team Member Appreciation Week selfie competition challenging Team Members to take pictures of themselves and post them to a designated site/page, i.e. Facebook. Compete to see who can get the most likes. **Hilton Garden Inn Fairfax**
- Incorporate health and wellness into your Team Member Appreciation Week celebration by providing healthy snacks and other wellness-related treats to your team. **Hilton Al Hamra Beach & Golf Resort**
- Ask a talented Team Member to share a special skill with others by holding a fun class for the team to watch and learn from each other! For example, sushi making, painting, etc. **HRCC Shanghai**
- Celebrate your Team Member's talent and creativity by holding a Team Member art contest with a special theme (e.g. "teamwork"). You could even have your guests help with judging. **Hilton Dubai Jumeirah Resort**
- Turn your heart-of-house corridor into a race track for remote control cars and invite Team Members to race for prizes. **Embassy Suites by Hilton Austin Downtown Town Lake**

Don't forget to enter the Creative Appreciation Contest for your chance to win a \$250 USD gift card!



RESOURCES: E-KIT

Shift Brief

Tip Sheets (for each theme day)

Videos

Materials:

- Posters (coming May 11) – available in 16 languages
- Flyers (coming May 11) – available in 16 languages
- Pop-up Banners (coming May 11)
- Electronic Bulletin Board Slides (coming May 11)
- Templates – Flyer & Certificate
- Candy Bar Wrapper
- Water Bottle Label
- Thank You Cards
- Word & PPT Templates
- Email Header
- T-shirt Designs
- Logos



<http://www.hilton-recognition.com/tm-appreciation-week-tools>

WHAT QUESTIONS DO YOU HAVE?



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THANK

YOU

