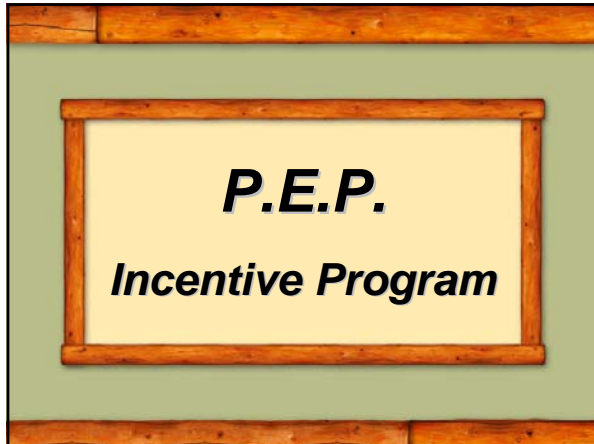


# **IAAPA** Attractions **EXPO**

## **Hired Hands: How to Motivate and Retain Mid-Way Games Employees**

11/15/2007  
4:30pm  
Room #S330EF





**P.E.P.**  
***Incentive Program***

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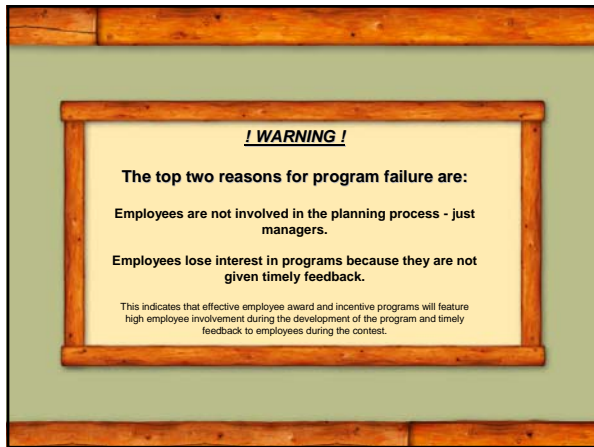
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**! WARNING !**

**The top two reasons for program failure are:**

Employees are not involved in the planning process - just managers.

Employees lose interest in programs because they are not given timely feedback.

This indicates that effective employee award and incentive programs will feature high employee involvement during the development of the program and timely feedback to employees during the contest.

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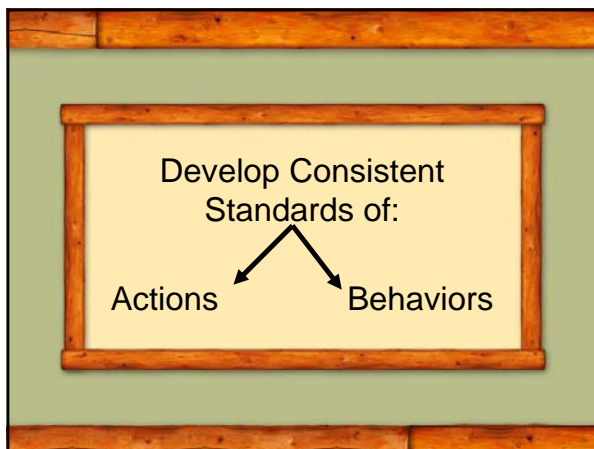
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**Actions**

Performing a function of their job above the normal scope	Objective results – able to be measured if completed
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**Behaviors**

Displaying consistently proper business etiquette in a manner consistent with the goals of the organization	Ability to be measured using outside metrics.
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**How it works**

As employees achieve desired actions and behaviors, they are issued point cards. They can collect as many cards as they wish to in the incentive time period. They can redeem their points for prizes they would like.

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**How it works**

Leadership team uses point cards to issue an employee when a metric is reached.	Point value of each metric is based on the difficulty of the modeled action or behavior.
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**Point Menu**

A menu of actions and behaviors to exhibit will be posted so that employees will be aware of what they can do to get points.	The point value associated with the action or behavior will be included on the menu so the employees will know what to expect for what they do.
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**Prizes**

Prizes will be determined by the Director after receiving feedback from Employees, Supervisors, Managers, Peers and General Manager.

The goal is to have several levels of prizes so that at any point an employee can redeem their points for an item they find appealing.

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## Point Cards

Point Cards will be created to track points issued to an employee.

The reason for the points, who they are for and who issued them will be on each card.



**Example**

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## Tracking

All prizes being redeemed will be tracked and the point cards turned in will be held with the tracking form for verification.

Issuing prizes will be conducted at the Manager level.

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## Example of the Point Menu

Attendance at monthly communication meeting	<b>5points</b>
High ticket of the day (Buckhorn/ B.E. / M.Q. / Arcade)	<b>10points</b>
All items received for the day for entire week	<b>10points</b>
Perfect Attendance for month	<b>50points</b>
Working extra shift when asked by manager	<b>50points</b>
Name mentioned from Guest at Front Desk	<b>100points</b>
Market Metrix score for month above last month	<b>100points for crew</b>
Name mentioned in Market Metrix	<b>200points</b>

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Example of the Prize Menu	
Free employee lunch voucher	50points
Gift Certificate for two for movies	200points
Gift Certificate to Stroud mall	200/1000/5000pts
Dinner for two at Longhorn Restaurant	500pts
Cordless telephone w/ answering machine	500points
Day off with Pay	1000points
Xbox 360	3600points
PS 3	5000points
Spa Gift Certificates	Various

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