

JANUARY RECOGNITION TIPS

In a fix? You know who to call. Your Maintenance & Engineering team takes care of your hotel. This month, take good care of them and hammer out recognition for this valuable team.

- Jan-1: Make a CEO Light & Warmth Award Nomination.** Kick off January with a CEO Light & Warmth Award nomination. Winners receive US \$10,000! hwrn.co/ceo
- Jan-2: Win \$50.** Tell us how you're recognizing your department of the month at <http://hwrn.co/cs>. We'll be selecting two winners each month.
- Jan-3: January is Get Organized Month.** Get organized and create a 2016 Recognition Plan. Use the planner located at the back of the PDF calendar document.
- Jan-4: Today is Trivia Day.** Quiz Team Members about CRM, SALT, hotel policies, and brand standards. Recognize correct answers.
- Jan-5: Maintenance & Engineering Month.** They take care of our property. Take care of them. Go to the Recognition Website for tools and best practices to help. hwrn.co/domjan
- Jan-6: It's Pizza Week.** Start off the year with a pizza party spotlighting 2015 successes and 2016 goals.
- Jan-7: Great Idea!** Hilton London Kensington had the calendar printed and bound, then gave a copy to each of their HODs to emphasize the importance of year-round recognition.
- Jan-8:** Distribute copies of your customized calendar to other leaders. Or send the link so they can create their own. <http://hwrn.co/cal>
- Jan-9:** Establish a "Behind the Scenes" award specifically for those whose actions are not usually in the limelight. Download a certificate at <http://hwrn.co/010916>
- Jan-10: It's Houseplant Appreciation Day.** Surprise your team at morning huddle with a houseplant and a note of appreciation.
- Jan-11: International Thank You Day.** Download customizable certificates to thank your team at hwrn.co/011116.
- Jan-12:** Fill a tool belt with treats and thank you cards. Walk the Engineering department and pass out some recognition.

**WIN
\$50**

Tell us how you're recognizing your team for a chance to win a US \$50 gift card. We'll be selecting two Team Members every month (24 total). www.hwrn.co/cs



- Jan-13:** Present a new pair of work gloves to each M&E Team Member along with a thank you card.
- Jan-14:** Hide thank you notes and gift cards for your Engineering team behind toolboxes and work orders.
- Jan-15: Poetry at Work Day.** Pointe Hilton Squaw Peak Resort writes a poem every month for a different department. Find out more. <http://hwrn.co/011516>
- Jan-16: Year-Round Recognition.** Recognize a Team Member with a subscription to their favorite magazine. <http://hwrn.co/011616>
- Jan-17: Maintenance & Engineering Week.** Purchase a “Mr. Fix It” T-shirt, hat, or coffee mug, or other Engineering-specific materials at <http://hwrn.co/011716>.
- Jan-18: You’re My Hero.** Bring in a large “hero” sandwich to recognize your Engineering heroes.
- Jan-19: It’s Popcorn Day.** Butter up Maintenance Team Members with some fresh popcorn and a shout out like “Not to be CORNY, but we appreciate you.” <http://hwrn.co/011916>
- Jan-20: It’s Coffee Break Day.** Take a break and thank Maintenance for caring for the grounds with coffee and a mug. <http://hwrn.co/012016>
- Jan-21: How Many Light Bulbs Does Your Team Change in a Year?** Here’s a simple and fun calculation to recognize Team Members for spreading the “light” of hospitality. hwrn.co/012116
- Jan-22:** DoubleTree by Hilton Hotel Gurgaon - New Delhi NCR gave Team Members five blank thank you notes to pass on the thanks to Engineering Team Members. <http://hwrn.co/012216>
- Jan-23: It’s Pie Day.** Bring in a pie (or two) and give your Engineering team a big slice of recognition.
- Jan-24:** Check out the all-new service anniversary and birthday eCards. hwrn.co/sabec
- Jan-25:** Embassy Suites by Hilton Portland Downtown gave each of their Engineers a set of chocolate tools. Search “chocolate tools” online.
- Jan-26:** Sign up for “Recognition Matters!”, our monthly eNewsletter that includes valuable recognition tips and tools. <http://hwrn.co/012616>
- Jan-27:** January is the perfect time to refresh your Team Member of the Month program. You can download customizable certificates at <http://hwrn.co/012716>.
- Jan-28: It’s Fun at Work Day.** Have fun and improve knowledge with a skill-building challenge or other fun team activity. <http://hwrn.co/012816>
- Jan-29: Make a Spirit Nomination Today.** Nominate your best and brightest for our highest form of brand-specific recognition. <http://hwrn.co/sa>
- Jan-30:** Hampton Inn Savannah Historic District recognized their Maintenance team with tool-shaped sugar cookies. See more hotel best practices at <http://hwrn.co/013016>.
- Jan-31: It’s Backward Day.** Say “SKNAHT” to your Engineering team.



FEBRUARY RECOGNITION TIPS

Whether you have a large Food & Beverage team or a few Breakfast Hosts and Hostesses, it's time to serve up some recognition and give them a taste of how much you appreciate their hard work.

- Feb-1: Food & Beverage Month.** Serve up some recognition for the team that dishes out hospitality to our guests. Go to the Recognition Website at hwrn.co/domfeb for tools and best practices to help.
- Feb-2:** Personalize your breakfast area by naming areas after F&B Team Members, such as “Mary’s Waffle Area” or “Jose’s Omelet Station.”
- Feb-3: It’s International Networking Week.** Thank your Sales Team Members who “network” to find new leads, or your I.T. team for managing your “network.”
- Feb-4: Win \$50.** Tell us how you’re recognizing your F&B team for a chance to win one of two US \$50 gift cards this month. <http://hwrn.co/cs>
- Feb-5: Recognize Hospitality this Month.** This month, put the spotlight on Team Members who display Hospitality with a customizable Values certificate. <http://hwrn.co/val>
- Feb-6:** Spontaneously have Managers help serve breakfast or wash dishes today while your F&B Team Members take a break.
- Feb-7:** Visit the Recognition Website to download a certificate, send an email HIGH FIVE, and more. <http://hwrn.co/rm>
- Feb-8: Order Your Redesigned Catch Me at My Best Cards Starting Today** at <http://hwrn.co/cm>. Get ready for our biggest recognition program of the year.
- Feb-9:** During lunch or break, play a friendly game of “Soup, Spoon, Napkin,” a fun F&B take on “Rock, Paper, Scissors.” Find out how. <http://hwrn.co/020916>
- Feb-10:** DoubleTree by Hilton Hotel New York - Times Square South customized their menu during February for their F&B team with items like “Jesse” Alfredo and “Ilana” Salmon. <http://hwrn.co/021016>
- Feb-11:** Send an email HIGH FIVE to Team Members who work offsite, like your owner, BPS Director, or a remote Team Member. <http://hwrn.co/hi5>

Looking for a fast, free, and fun way to recognize a Team Member? Give them a HIGH FIVE. Choose from 13 all-new brand-specific versions. Content and language are customizable. hwrn.co/hi5



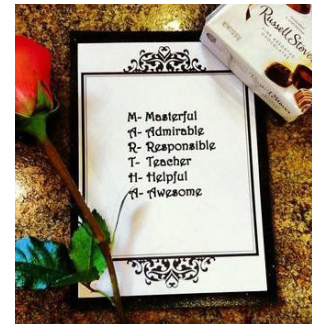
- Feb-12: Traveling Trophy.** Use food-related utensils to create a trophy for your F&B team, like a “Golden Fork” or “Ladle of Hospitality.”
- Feb-13:** Purchase redesigned department-specific gifts to recognize the department of the month, like T-shirts, water bottles, and more. <http://hwrn.co/domcp>
- Feb-14: Food and Beverage Week.** Hold a Foodservice Olympics this Week. Include different brief food-related contests and activities. <http://hwrn.co/021416>
- Feb-15:** Use a black Sharpie® to decorate white ceramic plates, and present to your F&B team as a token of your appreciation. Find out more at <http://hwrn.co/021516>.
- Feb-16: Tomorrow is Digital Learning Day.** Go to Hilton Worldwide University and choose from more than 2,500 pieces of learning content. <http://hwrn.co/021616>.
- Feb-17: Random Acts of Kindness Day.** Spread the “light and warmth of hospitality” by performing random acts of kindness today—and throughout the year. Try one of these ideas: <http://hwrn.co/021716>.
- Feb-18: Recognize Breakfast Servers.** Give a box of Captain Crunch to a Team Member who “comes through in a crunch.” More ideas at <http://hwrn.co/021816>.
- Feb-19:** Close the week by turning the tables and hosting a breakfast, lunch, or dinner for the F&B team.
- Feb-20: Cover Them With Appreciation.** Get custom aprons made for your Food & Beverage team. Search “personalized apron” online Or take a white apron and write notes of thanks.
- Feb-21: It’s International Mother Language Day.** Post a note of thanks in different languages representational of your team.
- Feb-22: New to Catch Me at My Best?** It’s our biggest recognition initiative of the year, and it’s coming soon. Find out more. <http://hwrn.co/cm>
- Feb-23: It’s Be Humble Day.** Take time to recognize your quiet achievers and back-of-house Team Members.
- Feb-24:** Hampton Inn by Hilton North Bay purchased super cool-measuring spoons/cups and gift cards from a local kitchen store for their Breakfast Hosts & Hostesses.
- Feb-25: Book of the Month Club.** Check out “Make Their Day! Employee Recognition That Works,” by Cindy Ventrice. <http://hwrn.co/022516>
- Feb-26: Make a Spirit Nomination Today.** Winners receive a cash prize and brand-wide recognition, and all nominees are recognized. <http://hwrn.co/sa>
- Feb-27: Bottle Up Your Recognition.** Fill an empty bottle with treats and add a custom label. See how it’s done at <http://hwrn.co/022716>.
- Feb-28:** Looking for a reason to celebrate? Sign up at <http://hwrn.co/022816> for daily calendar updates that include popular, fun, and unique holidays.
- Feb-29: Global Week of Sales (Feb 29 Mar 4).** Recognize those actively involved in the hotel’s sales effort.



MARCH RECOGNITION TIPS

From check in to check out, your Front Desk team plays a critical role in creating great guest experiences. This month, make recognition front-and-center for this important team.

- Mar-1: Today is World Compliment Day.** You're doing a wonderful job! Pass it on.
- Mar-2: Front Desk Month.** Recognize the team that keeps guests happy from check in to check out. Go to the Recognition Website for tools and best practices. <http://hwrn.co/dommar>
- Mar-3:** Purchase redesigned department-specific gifts to recognize the department of the month, like T-shirts, water bottles, and more. hwrn.co/dommar
- Mar-4: Learn What Your Name Means Day.** Create acronyms using Team Member names. For example, HAL = Hospitable, Amazing, and Likable. <http://hwrn.co/030416>
- Mar-5:** Have a contest to see who can enroll the most HHonors guests. "HHonor" the winner with a prize at the end of the month.
- Mar-6:** A simple "thank you" doesn't cost anything, but the return can be enormous. View "thank you" quotes at <http://hwrn.co/031116>.
- Mar-7: Write a Letter of Appreciation Week.** Take time to write personal notes of appreciation to your team. Send them to their homes for added impact.
- Mar-8: International Women's Day.** Recognize the women on your team today. It's also Women's History Month.
- Mar-9: Did You Know?** One in three employees leaves their job due to lack of recognition.
- Mar-10: International Day of Awesomeness.** Take a moment to recognize feats of awesomeness performed by your Front Desk team. <http://hwrn.co/031016>
- Mar-11: Win \$50.** Tell us how you're recognizing your Front Desk team and celebrating fun holidays at <http://hwrn.co/cs> for a chance to win.
- Mar-12: Make a Travel With Purpose Action Grant Submission.** Winners will receive US \$1,000 – \$5,000 to support their communities. The deadline is April 15. <http://hwrn.co/twpr>



Have You Ordered Your Catch Me Cards? Don't miss out on our biggest recognition program of the year. Order your cards before March 22 to ensure delivery before the program starts June 1. hwrn.co/cm

- Mar-13: Front Desk Week.** Get a different department to recognize Front Desk each day. Have Sales bake cookies one day, Engineering make a card the next day, and so on.
- Mar-14: Don't Forget Your Night Team.** Leave hidden treats and thank you notes, or drop in after hours and throw a late-night pizza party.
- Mar-15:** Purchase an old-time reception bell and create a traveling trophy for your Front Desk team. Paint it gold, or find a classic brass bell.
- Mar-16: Location Bingo.** Challenge your Front Desk team to see who can check in guests from the most states, provinces, or countries. <http://hwrn.co/031616>
- Mar-17:** Put together an appreciation basket from a Dollar Store (or local equivalent) that feels like a million bucks. Find out more. <http://hwrn.co/031716>
- Mar-18:** Challenge Front Desk Team Members to see who can name the most top 100 guests and/or current guests.
- Mar-19: Earth Hour.** Turn off non-essential lights from 8:30 – 9:30 p.m. local time. Promote using a customizable flyer or eCard. <http://hwrn.co/cor>
- Mar-20: International Women's History Month. Recognize Diversity.** Download, print, and display flags that represent your Team Members' different nationalities. <http://hwrn.co/032016>.
- Mar-21:** Using the customizable materials, create a "What a Nice Surprise!" certificate to recognize Team Members who show initiative. <http://hwrn.co/032116>
- Mar-22: Catch Me at My Best Card Order Deadline.** Order cards today to ensure delivery before June 1.
- Mar-23: Redeem Some Recognition.** Download and give Team Members a customizable recognition coupon good for lunch, coffee, or anything else. <http://hwrn.co/rc>
- Mar-24: Did You Know?** There are over 100 different customizable certificate options on the Recognition Library. <http://hwrn.co/032416>
- Mar-25: Spirit Nomination Deadline.** Make a nomination today. <http://hwrn.co/sa>
- Mar-26: It's Make Up Your Own Holiday Day.** Celebrate your team by giving them their own holiday, such as "My Team is the Best Day." <http://hwrn.co/032616>
- Mar-27:** Five tips for turning a good Spirit Award nomination into a great one. <http://hwrn.co/032716>
- Mar-28:** Using an unactivated key card and a Sharpie, tell Front Desk Team Members that you know they are "the key to our success."
- Mar-29: Get Social.** Use your hotel's Facebook account to appropriately recognize team accomplishments. More tips at <http://hwrn.co/033016>
- Mar-30: Make It Timely.** Recognition is more effective when it's done quickly. Waiting to recognize can dilute the impact.
- Mar-31:** Tips for keeping your recognition fair and balanced. <http://hwrn.co/033115>



APRIL RECOGNITION TIPS

This month, recognize your Laundry-Linen team for making our hotels a brighter place to work. And be sure to administer some recognition to your Administrative Professionals.

Apr-1: Laundry-Linen and Administrative Professionals Month.

This month, let's thank the Team Members that make our hotels a brighter place to work.

Apr-2: "The best way to cheer yourself up is to try to cheer someone else up." —Mark Twain. For more quotes, go to <http://hwrn.co/040216>.

Apr-3: Pass it On. Recognize a Team Member with two cards or treats. Have them keep one and pass the other on to a peer.

Apr-4: It's Laugh at Work Week. Humor plays a significant part in a successful business! Go to <http://hwrn.co/040416> and preview "301 Ways to Have Fun at Work."

Apr-5: Purchase department-specific gifts to recognize your Laundry-Linen and Administrative Professionals teams. hwrn.co/domapr

Apr-6: Organize a volunteer event for your team. You can download materials to promote the occasion and recognize champions at <http://hwrn.co/cor>.

Apr-7: 15-Minute Recognition. Hilton Prague recognized their Laundry-Linen team with a series of activities, all designed to be 15 minutes or less. <http://hwrn.co/040716>

Apr-8: Increase Helpfulness scores by regularly recognizing a "Helpful Hero." Download a customizable certificate at <http://hwrn.co/041716>.

Apr-9: Recognize Team Members who do the right thing with a customizable Values certificate. <http://hwrn.co/val>

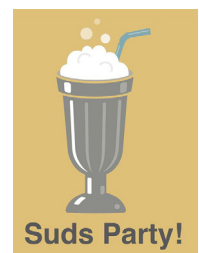
Apr-10: Laundry-Linen Week. Throw a Suds Party with ice cream floats and bottles of bubbles. <http://hwrn.co/041016>

Apr-11: Perk Up Your Team. Surprise your Laundry-Linen team with fresh coffee and pastries this morning!

Apr-12: Soap Stars. Treat your Laundry-Linen team to a gift basket of handmade soaps.

Apr-13: Buy a bag of bubble gum and thank your Laundry-Linen team for their "bubbly personalities."

Recognize Service Anniversaries. Show Team Members you value their dedication by recognizing service anniversaries. Content and language are customizable. Download certificates and flyers at hwrn.co/sabec





- Apr-14:** Fill a laundry basket with sodas, bottled waters, chips, and other treats for your Laundry-Linen team.
- Apr-15:** Purchase a washboard online. Paste on a custom thank you label and present to your Laundry-Linen team. <http://hwrn.co/041516>
- Apr-16:** Make a wreath of appreciation for your Laundry-Linen team from recycled linens. Find out how at <http://hwrn.co/041616>.
- Apr-17: It's Haiku Day.** Write a poem for your team or hold a poetry writing contest. For example... "Thank you to my team. • Your hospitality shines. • The Heart of Hilton." <http://hwrn.co/041716>
- Apr-18: Win \$50.** Tell us how you're recognizing the department of the month at <http://hwrn.co/cs>. We'll be selecting two winners each month.
- Apr-19:** See who can properly fold 10 bath towels in the least amount of time. Invite other departments to participate!
- Apr-20: Make a CEO Light & Warmth Award Nomination.** Who consistently exceeds expectations and lives the Hilton Worldwide Values? Winners receive US \$10,000. <http://hwrn.co/ceo>
- Apr-21: Today is International High Five Day.** Send your team an email HIGH FIVE and thank them for a job well done. All content is customizable, including language. <http://hwrn.co/hi5>
- Apr-22: Earth Day.** Join one billion people across the globe to celebrate Earth Day. Download custom recognition materials at <http://hwrn.co/cor>.
- Apr-23: It's Talk like Shakespeare day.** Convert thy words of appreciation into Shakespearean language using this online translator. <http://hwrn.co/042316>
- Apr-24: Administrative Professionals Week.** Administer some recognition to this valuable team. Download department-specific recognition tools at <http://hwrn.co/domapr>.
- Apr-25: I Heart Administrative Professionals.** Give your Admin Professionals a recognition coupon, good for one free lunch or anything you want. <http://hwrn.co/rc>
- Apr-26:** 15 simple ideas for recognizing your Administrative Professionals. <http://hwrn.co/042616>
- Apr-27: Today is Administrative Professionals Day.** Your Admin Professionals keep their hands busy. Give them an easy-to-create "manicure in a jar." See how. <http://hwrn.co/042816>
- Apr-28:** String a clothesline or piece of string across the laundry room. Use clothespins to attach sheets of paper with the letters T-H-A-N-K-S.
- Apr-29: Make a Spirit Nomination.** What are you waiting for? Nominate today. <http://hwrn.co/sa>
- Apr-30:** Get ready for Catch Me at My Best by designating a tally administrator, selecting prizes, and planning your kick-off festivities. <http://hwrn.co/cmo>



MAY RECOGNITION TIPS

Shine the spotlight on our Back Office, Finance, and Revenue Management Team Members this May, and let them know how much you COUNT on them to keep our properties going strong.

May-1: Back Office, Finance, and Revenue Management Month.

Go to the Recognition Website for tools and best practices to help recognize this valuable team. hwrn.co/dommay

May-2: Recognize employees who actively serve the community. Find recognition tools at hwrn.co/cor.

May-3: Get Ready for Catch Me. Catch Me at My Best kicks off June 1, but you can begin entering your roster today. <http://hwrn.co/cmt>

May-4: Source a variety of gift items for your Back Office, Finance, and Revenue Management teams and other departments at hwrn.co/domcp.

May-5: Youth in Hospitality Month. Support our Open Doors commitment to impact one million young people by 2019.

May-6: Looking for a gift to recognize your “bean counters”? How about jelly beans and a note of thanks?

May-7: Recognize Team Members with a recognition coupon, redeemable for a soda, candy bar, or healthy treat. It’s up to you. <http://hwrn.co/rc>

May-8: Today is Mother’s Day in many countries. Recognize the mothers on your team with a flower, a shout out, or a thank you card.

May-9: Want to know how “Recognition Works?” View the online interactive tutorial at <http://hwrn.co/rw>.

May-10: Bring your Back Office stars to the forefront with a customizable certificate. All content is customizable, including language. <http://hwrn.co/051016>

May-11: Recognition That Sticks. Have other departments write sticky notes of appreciation and post them where Back Office, Finance, and Revenue Managers work.

May-12: Sports. Movies. Superheroes. Freshen up Catch Me by creating a program theme. The possibilities are endless. Go to <http://hwrn.co/cmth>.

**What’s New for
Catch Me?**
Take time to learn all
the new features
on the Catch Me Tally
Site, and enter your
Team Member roster, at
hwrn.co/cmt.



- May-13:** Create your own teams on the Tally Website, mixing Team Members from Front of House and Back of House to encourage team building. <http://hwrn.co/cmt>
- May-14:** Recognize acts of hospitality with a glow stick or candle, along with a note thanking teammates who “fill the earth light and warmth of hospitality.”
- May-15: Today is Chocolate Chip Day!** Celebrate with chocolate chip cookies, ice cream, or both.
- May-16: Win \$50.** Tell us how you’re recognizing your Team Members for a chance to win. <http://hwrn.co/cs>
- May-17:** Why wait a year to recognize service? Studies show the first 30 days on the job make the biggest impression. <http://hwrn.co/052515>
- May-18:** Contact a nearby Hilton Worldwide hotel of similar size and set up a friendly Catch Me competition. See which hotel can get the most catches.
- May-19: Today is Pizza Party Day.** Recognize the department of the month with a surprise pizza delivery.
- May-20: Tomorrow is International Memo Day.** Download our customizable Catch Me memo and pass it out to your team in advance of the June 1 kickoff. <http://hwrn.co/052016>
- May-21: International Food Servers Day.** Turn the tables and give a restaurant gift card to your Food Servers so others can “serve” them.
- May-22: Team Member Appreciation Week.** Recognize your Team Members who “fill the earth with the light and warmth of hospitality.” Find out more at <http://hwrn.co/tmaw>.
- May-23:** Thank your Finance team with a personal note of appreciation that says “I can COUNT on you!” or “You’re a great ASSET!”
- May-24:** Reward Team Members who keep the books with a gift card to an online bookstore.
- May-25:** Thank your number crunchers in Finance with a chocolate calculator. <http://hwrn.co/052516>
- May-26: Fill Their Inbox With Appreciation.** Send an email HIGH FIVE to your Back Office, Finance, and Revenue Management teams. <http://hwrn.co/hi5>
- May-27: Make a Spirit Nomination Today.** Recognize your May superstars with a nomination. <http://hwrn.co/sa>
- May-28: Sweet Recognition.** Give chocolate coins to Team Members who handle property finances.
- May-29: Back Office, Finance, and Revenue Management Week. Fill ‘er Up!** Recognize your Revenue Managers who keep your hotels full with a gas card to fill up their gas tank.
- May-30:** View and download customizable Appreciation Week materials like posters and banners to show your appreciation. <http://hwrn.co/tmaw>
- May-31: HAPPY BIRTHDAY HILTON!** We’re 97 years young today. How are you celebrating? Let us know for a chance to win. <http://hwrn.co/tmaw>



JUNE RECOGNITION TIPS

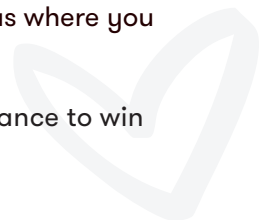
Whether you have a dedicated Safety & Security team or not, unlock some appreciation and shine a light on Team Members that keep our guests, teammates, and hotels safe and secure.

- Jun-1: CATCH ME AT MY BEST BEGINS TODAY. It's also Say Something Nice Day.** Ask Team Members to catch each other and "say something nice." <http://hwrn.co/cm>
- Jun-2: Team Member Appreciation Week. How Are You Celebrating?** Let us know for a chance to win prizes. <http://hwrn.co/tmaw>
- Jun-3: Today is Doughnut Day.** Get a good start to the day by bringing in doughnuts and a note of appreciation that says "I DONUT know what I'd do without you."
- Jun-4: It's the Last Day of Team Member Appreciation Week.** Keep the appreciation going strong with Catch Me at My Best. <http://hwrn.co/cm>
- Jun-5: World Environment Day.** Recognize your sustainability champions with a "Living Sustainably" eCard. <http://hwrn.co/crec>
- Jun-6: I.T. Appreciation Day.** Send an email HIGH FIVE to recognize the Team Members who train, teach, and keep our computers in working order. Go to <http://hwrn.co/hi5>.
- Jun-7: Recognition Rule of Thumb.** Praise should outweigh constructive feedback. Give five compliments for every piece of constructive feedback.
- Jun-8: June is Safety & Security Month. It's Also LGBT Pride Month.** Hilton Orlando celebrated with a month full of activities, interesting facts, and equality stickers. <http://hwrn.co/060816>
- Jun-9:** Catch everyone on your team to kick off the program. Enlarge a Catch Me card using art from <http://hwrn.co/060916> and post in a team common area.
- Jun-10:** Create a "Rookie of the Year" certificate to recognize first-year Team Members and encourage retention. <http://hwrn.co/061016>
- Jun-11: Sweeten Up the Recognition.** Attach a piece of candy to every completed Catch Me card if you give them back to Team Members.



**How Are You
Celebrating Catch Me?
Tell us how you're
celebrating Catch Me
and recognizing
your winners for a
chance to win prizes!
hwrn.co/cmo**

- Jun-12: Safety & Security Week.** Whether you have a dedicated Security team or not, take time to recognize Team Members who make safety a priority.
- Jun-13:** Post different safety and security tips throughout the month. At the end of the month, quiz Team Members, and recognize the winners.
- Jun-14: Play Safety Bingo.** Go to <http://hwrn.co/061416> for rules and bingo cards. Already playing? Try doubling the prizes during June.
- Jun-15:** Paint a padlock gold to create a traveling trophy for those who make safety and security a priority. <http://hwrn.co/061516>
- Jun-16:** Give an inexpensive action figure, and with a personal note of thanks, to your Safety Superheroes.
- Jun-17: Catch Me Selfies.** Post photos of Team Members holding their catches. Share them using #catchme16 and win monthly prizes.
- Jun-18: Recognize a Catch of the Day.** Highlight favorite catches on a daily or weekly basis and share with your team. Download flyer at <http://hwrn.co/061816>.
- Jun-19:** Today is Father's Day in many countries. Recognize the dads on your team who are working today and thank them for their service.
- Jun-20: Play Pass the Catch.** Catch a Team Member. Ask them to catch another within 24 hours. Keep going throughout the program.
- Jun-21: Did You Know?** Catch Me prizes are drawn at random, so EVERYONE has a chance to win regardless of the number of catches they have. <http://hwrn.co/062116>
- Jun-22: Catch Me Tip.** Be sure to recognize Team Members who make catches, and show your team it's better to give than to receive.
- Jun-23: Recognize Leadership this Month.** Recognize Team Members who display Leadership with a customizable Values certificate. <http://hwrn.co/val>
- Jun-24: Spirit Nomination Deadline.** Have you made a nomination this year? Now's the time. <http://hwrn.co/sa>
- Jun-25:** Widely publicize suggestions used and their positive impact on you at your location. Find more tips at <http://hwrn.co/062516>.
- Jun-26: Win \$50.** Tell us how you're recognizing the department of the month and celebrating fun holidays at <http://hwrn.co/cs>.
- Jun-27: Don't Leave Anyone Out.** Identify anyone hasn't been caught yet. Make sure they receive a catch before the end of the month. <http://hwrn.co/cmo>
- Jun-28: IT'S INTERNATIONAL CAPS LOCK DAY. BE LOUD AND RECOGNIZE YOUR TEAM TODAY.**
- Jun-29:** The year is almost half over. Do a quick recognition spot check and highlight areas where you can improve your efforts.
- Jun-30: June Catch Me at My Best Tally Deadline.** Enter your catches online for a chance to win monthly prizes. <http://hwrn.co/cmt>



JULY RECOGNITION TIPS

Show your Sales & Marketing team you're "SOLD" on their efforts. Dial up the appreciation for the team that make contacts, wins new business, and keeps our hotels full.

- Jul-1: Sales & Marketing Month.** Dial up the recognition for these valuable Team Members.
- Jul-2: Keep Catch Me Fresh.** Keep track of monthly tallies—not just grand totals. Refresh the competition each month.
- Jul-3:** Recognize the department of the month with department-specific T-shirts, coffee mugs, and more, available at <http://hwrn.co/domcp>.
- Jul-4: Give Frequent Recognition "PATS":** Make it **P**ersonal, make it **A**uthentic, make it **T**imely, and make it **S**pecific.
- Jul-5: Send Us Your Catch Me Selfies.** Post photos of your Team Members and their catches on social media using the tag #catchme16 for a chance to win \$50.
- Jul-6:** Create a list of "Star Accounts" you want. When your team books someone from this list, give them a "Star" reward, such as movie tickets or dinner.
- Jul-7:** Do you need more Catch Me cards? A limited supply is available for reorder at <http://hwrn.co/070716>.
- Jul-8: Going on Vacation?** While you're out, take a minute to send a post card to your team thanking them for keeping everything in order.
- Jul-9: Today is Sugar Cookie Day.** Thank your Sales team by bringing in a batch of sugar cookies with notes of thanks.
- Jul-10: Pocket Full of Catches.** Put 10 blank Catch Me cards in your pocket at the start of the day. Don't leave until your pockets are empty.
- Jul-11: Pump Up Back-of-House Catches.** Every time a front-of-house Team Member gets caught, have him or her catch a back-of-house Team Member.
- Jul-12:** Encourage and recognize Team Members who pursue continuing education or take a Hilton Worldwide University class.
- Jul-13: Make a CEO Light & Warmth Award Nomination.** Recognize your "best of the best." Winners receive \$10,000 US and company-wide recognition. <http://hwrn.co/ceo>

Remember to Include Your eCatches!
You can include all of the eCatches your team sends and receives in your tallies!
hwrn.co/cmo

SUBMIT A 2015
**CEO LIGHT
& WARMTH**
AWARD NOMINATION

- Jul-14:** Tomorrow is the Catch Me halfway point. Think about ways to freshen up the program, like a different theme, new prizes, or weekly incentives.
- Jul-15:** **Today is Catch Me Day.** Let's catch every Team Member at our hotels and across Hilton Worldwide. All entries will be eligible for prizes. <http://hwrn.co/cmt>
- Jul-16:** **Have You Selected Your Catch Me Grand Prizes?** Go to <http://hwrn.co/081116> for ideas.
- Jul-17:** **Sales & Marketing Week. It's Ice Cream Day!** Hand out ice cream cones to your Sales team. Download customizable cone wrappers at <http://hwrn.co/071716>.
- Jul-18:** Who are your largest accounts or your biggest events? Build a simple sales-themed crossword puzzle at <http://hwrn.co/071816>.
- Jul-19:** Each day or week in July, spotlight a different Sales achievement (e.g., a new account, a successful event, or reaching a sales goal).
- Jul-20:** When your team lands a new account, thank them with a prize that fits the client (e.g., if it's an auto company, give them a toy car).
- Jul-21:** Recognize your Sales & Marketing superheroes with superhero lollipops. See how easy they are to make at <http://hwrn.co/072016>.
- Jul-22:** **Recognize 100% Occupancy.** Get a deck of playing cards. Give your Sales team three kings and two queens. Thank them for the "Full House."
- Jul-23:** **Today is Hot Dog Day!** Hold a cookout in honor of your Sales team and recognize your team with this classic food. Share hot dog trivia from <http://hwrn.co/072316>.
- Jul-24:** **Win \$50.** Tell us how you're recognizing your Sales & Marketing team. <http://hwrn.co/cs>.
- Jul-25:** **Catch Me Tip.** Focus your catches on areas that need improvement (e.g., attention to detail or cleanliness). Catch Team Members who contribute to that improvement.
- Jul-26:** Create an "ABCD" award to recognize Team Members who go "Above and Beyond the Call of Duty." <http://hwrn.co/072616>
- Jul-27:** **Fun With Food.** Give a jar of salsa to someone who's on fire with hospitality, or a jar of jelly to someone who always helps out in a jam.
- Jul-28:** **Tomorrow is System Administrator Appreciation Day.** Don't have a System Administrator? Recognize Team Members who train, teach, and support others when it comes to I.T.
- Jul-29:** **Make a Spirit Nomination Today.** Nominating takes just a few minutes and can create a long-lasting impact. <http://hwrn.co/sa>
- Jul-30:** **Tomorrow is the July Catch Me at My Best Tally Deadline.** Enter your catches online for a chance to win monthly prizes. <http://hwrn.co/cmt>
- Jul-31:** "It's not how much we give, but what we put into the giving." —Mother Teresa

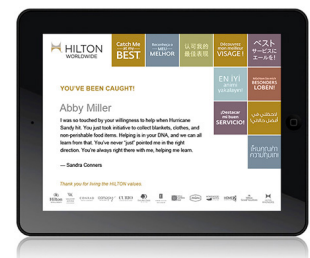


AUGUST RECOGNITION TIPS

From orientation and training to policy and procedures, HR wears a lot of hats. This August, make it your policy to recognize your HR heroes for all of their great work.

- Aug-1: Human Resources Month.** Make it your policy to recognize these talented Team Members.
- Aug-2: Recognize Teamwork! TEAMWORK = Together Everyone Achieves More With Organization, Recognition, and Knowledge.** Find customizable Values certificates. <http://hwrn.co/val>
- Aug-3: Play “Hot Potato.”** Set a timer. Catch a Team Member, ask them to catch someone else, and so on. Catch as many teammates as you can within the time limit.
- Aug-4:** Purchase department-specific gifts to recognize your department of the month, like T-shirts, water bottles, and more. <http://hwrn.co/domcp>
- Aug-5: Congratulations to Our July Catch Me Winners!** Go to <http://hwrn.co/080516> to see who won.
- Aug-6: Catch Me Tip.** Don't just recognize number of catches received. Spotlight the funniest and most memorable catches as well.
- Aug-7: Catch Team Members Outside of the Hotel.** Send an eCatch to your owner, BPS Director, remote employees, or sister properties. <http://hwrn.co/080816>
- Aug-8: Going on Vacation or Holiday?** While you're out, take a minute to send a post card to your team thanking them for keeping everything in order.
- Aug-9:** Download 2016 International Housekeeping Week artwork and create gifts for your team, such as T-shirts. <http://hwrn.co/080916>
- Aug-10: It's S'mores Day.** Give your HR team “s'more” recognition with this tasty graham cracker treat. <http://hwrn.co/081016>
- Aug-11:** Give a Recognition Coupon redeemable for a cold beverage or ice cream to Team Members who are “cool under fire.” All content is customizable, including language. <http://hwrn.co/rc>
- Aug-12: International Youth Day.** Recognize Team Members who work with youth organizations with a customizable certificate or eCard. <http://hwrn.co/cor>

Build a Housekeeping Week Scrapbook.
Add photos of your team along with congratulatory messages, then download a scrapbook specific to your location. Print and display it for all to see!
hwrn.co/ihw



- Aug-13:** Thank your **HeRos** of HR with a HERO certificate, available at the Recognition Website. <http://hwrn.co/hero>
- Aug-14: Human Resources Week.** Buy letter-shaped candles. Stick an “H” and “R” on top of a cake or cupcake for your HR team.
- Aug-15: Today is Relaxation Day.** Give your HR team a relaxation kit. Go to <http://hwrn.co/081516> for ideas.
- Aug-16:** Beginning today, enter your Housekeeping team to the “Wall of Fame” for a chance to win prizes. It’s easy. <http://hwrn.co/ihw>
- Aug-17:** HR tends to handle most of the recognition. Turn the tables and have all departments take a turn at recognizing HR this week.
- Aug-18:** Thank your HR team for wearing a lot of hats with a hat from a party store or a custom paper hat. Search online for “make a paper hat.”
- Aug-19:** Take time today to catch your HR team, as well as anybody who is helping administer the program.
- Aug-20: It’s Lemonade Day.** Have a pitcher of lemonade ready to thank your team for their refreshing hospitality.
- Aug-21: Recognition Tip.** Hold a “Recognition Power Hour.” Set aside at least one hour every week to focus on recognizing your team.
- Aug-22: Finish Catch Me Strong.** Plan a contest and see how many peer-to-peer catches your team can make during the final week.
- Aug-23: Win \$50.** Tell us how you’re recognizing your HR team for a chance to win one of two gift cards this month. <http://hwrn.co/cs>
- Aug-24: It’s Waffle Day.** Cook up some waffles for your team during your daily huddle. Don’t forget the syrup. <http://hwrn.co/082416>
- Aug-25:** Post Catch Me selfies on social media using #catchme16 for a chance to win US \$50!
- Aug-26: Make a Spirit Nomination Today.** Consider nominating your Catch Me champions. <http://hwrn.co/sa>
- Aug-27: Just Because Day.** Looking for a reason to recognize your team? How about “just because.” Here are five “just because” ideas. <http://hwrn.co/082716>
- Aug-28: Recognize Improvements Along the Way.** For example, if your goal is 90 accident-free days, recognize your team at the 30- and 60-day marks.
- Aug-29: Catch Everyone!** Catch Me at My Best ends in two days. Has everyone on your team been caught? Tally catches at <http://hwrn.co/cmt>.
- Aug-30:** Give customizable Recognition Coupons to your Catch Me champs. You can make them redeemable for whatever you want. <http://hwrn.co/rc>
- Aug-31: Catch Me at My Best Ends Today.** Tally your catches for a chance to win prizes. <http://hwrn.co/cmt>



SEPTEMBER RECOGNITION TIPS

International Housekeeping Week is September 11-17. Let's bring this important back-of-house team to the forefront. This month, recognize your Kings and Queens of Clean, and thank them for keeping our rooms shining and our guests smiling.

- Sep-1: Housekeeping Month.** Download customizable tools to help recognize this valuable team. All content is customizable, including language. <http://hwrn.co/ihw>
- Sep-2:** Download a Housekeeping Week Recognition Planner, and plan a different simple activity for each day. <http://hwrn.co/ihwm>
- Sep-3:** September is the perfect time to launch a Housekeeping-focused SALT incentive, such as increasing cleanliness scores.
- Sep-4:** Download 101 Housekeeping Week best practices and recognition tips at <http://hwrn.co/090416>.
- Sep-5:** Hand out candy bars and water bottles with customizable thank you labels for your Housekeeping team. <http://hwrn.co/ihwm>
- Sep-6: The HIGH FIVE is back.** Send an email HIGH FIVE to your team today. All content is customizable, including language. <http://hwrn.co/hi5>
- Sep-7: Congratulations to Our Catch Me Prize Winners!** Go to <http://hwrn.co/092116> to see who won.
- Sep-8:** At many hotels, Housekeepers represent diverse nationalities. Hold a potluck and celebrate your cultural diversity. <http://hwrn.co/090816>
- Sep-9: Catch Me at My Best Tally Deadline.** It's the last day to enter Catches on the Tally Website. Catches must have been made between June-August. <http://hwrn.co/cmt>
- Sep-10: Did You Know?** The Recognition Website includes printable HIGH FIVE certificates for Team Members without email access. <http://hwrn.co/hi5>
- Sep-11: International Housekeeping Week.** Induct your team into the 2016 Housekeeping Wall of Fame for a chance to win a gift card for a team party. <http://hwrn.co/ihw>
- Sep-12: Today is Boss / Team Member Exchange Day.** Spend some time pitching in and helping out your Housekeeping team.
- Sep-13:** Have a contest to see who makes beds to brand standard the fastest. Next, try it blindfolded!

Global Month of Service begins October 1. Download flyers, certificates, and eCards to help promote your activities and recognize Team Member accomplishments. Content and language are customizable. hwrn.co/cor



- Sep-14:** Post a photo of your Housekeeping team in a public area during September, letting guests know how special this team is.
- Sep-15: Hand Out the Recognition!** Treat your Housekeeping team to a manicure or pedicure this week.
- Sep-16:** Conduct random room inspections, and give Housekeeping Bucks to Housekeepers who earn a perfect score. <http://hwrn.co/ihwm>
- Sep-17: Grand Finale.** Hold a closing awards ceremony and invite Housekeepers' families. Download certificates at <http://hwrn.co/ihwm>.
- Sep-18:** Hold a towel animal folding class for your Housekeeping team. Have Team Members (and guests) vote on the winners. Find out how. <http://hwrn.co/091816>
- Sep-19:** Housekeeping Fun Facts. Calculate the number of beds made, square footage cleaned, and more. Print and present! <http://hwrn.co/ihwm>
- Sep-20: Make a CEO Light & Warmth Award Nomination.** The deadline is less than a month away. <http://hwrn.co/ceo>
- Sep-21: Win \$50.** Tell us how you're using the calendar to recognize your team for a chance to win monthly prizes. <http://hwrn.co/cs>
- Sep-22: Create a Happy Cart.** Stock a Housekeeping cart with small gifts and treats. Have managers deliver goodies to the team.
- Sep-23:** Housekeeping Week may be over, but the recognition doesn't have to end. Create a traveling trophy by painting a dustpan gold.
- Sep-24:** Global Month of Service begins in a week. Download materials to promote your activities and recognize your team for participating. <http://hwrn.co/cor>
- Sep-25:** "I have learned to imagine an invisible sign around each person's neck that says, 'Make me feel important.'" —Mary Kay Ash, U.S. entrepreneur
- Sep-26: Today is Family Day.** Send a personal letter to Team Members and their families, thanking them for their dedication.
- Sep-27: Recognize Days of Service.** Instead of thanking someone for five years of service, thank them for 1,825 days. <http://hwrn.co/092716>
- Sep-28: Today is the Housekeeping Week Wall of Fame Deadline.** Post a photo of your team for a chance to win a gift card for a team party. <http://hwrn.co/ihw>
- Sep-29: Today is International Coffee Day.** Perk up your team during today's huddle or break with some coffee, tea, and/or hot chocolate.
- Sep-30: Spirit Nomination Deadline.** Consider nominating one of your Housekeeping heroes. <http://hwrn.co/sa>



OCTOBER RECOGNITION TIPS

Your Van Drivers, Valet, Concierge, and Bell Teams drive hospitality day in and day out at your hotel. This October, let's rev up the recognition for these valuable Team Members.

- Oct-1: Global Month of Service.** Download materials to promote the month and recognize your GMS champions. <http://hwrn.co/cor>
- Oct-2: International Disability Employment Awareness Month.**
- Oct-3: Customer Service Week (October 3-7).** Recognize Team Members who make great customer service a priority with a customizable certificate. <http://hwrn.co/100316>
- Oct-4: Brake to Say Thanks.** Treat your drivers to a short break, including snacks or lunch, and thank them for their "full tank" of hospitality.
- Oct-5: Van Drivers, Valet, Concierge, and Bell Team Month.** Drive home recognition for these resourceful teammates. <http://hwrn.co/domoct>
- Oct-6:** During Customer Service Week, see who can enroll the most HHonors guests. Or recognize a "Guest of the Day."
- Oct-7: Today is World Smile Day.** Download a customizable "Smile Day" certificate (or send a HIGH FIVE) thanking a Team Member for brightening your day. <http://hwrn.co/100716>
- Oct-8: It's Universal Music Day.** Pump up your team by sharing your favorite fun music with your team during a team meeting.
- Oct-9: This is Fire Prevention Week.** Create your own safety-themed crossword puzzle at <http://hwrn.co/100416>. Reward Team Members who answer all of the questions correctly.
- Oct-10: Today is Cake Decorating Day.** Go all out and bring in a decorated cake for your team. Or make one yourself. <http://hwrn.co/101016>
- Oct-11: Accounts Payable Appreciation Week.** Send a HIGH FIVE to recognize this valuable team. <http://hwrn.co/hi5>
- Oct-12:** Thank your Van Drivers, Valet, Concierge, and Bell team with department-specific gift items, like T-shirts and coffee mugs. <http://hwrn.co/domcp>
- Oct-13: Diversity Awareness Month.** Recognize Team Members from different cultural backgrounds with an international-themed celebration or potluck.

Customer Service Week.
This week serves as an important reminder of the ultimate purpose of our job:
It's about serving guests. Find out more at hwrn.co/csw.



- Oct-14: 2016 CEO Light & Warmth Award Deadline.** Nominate a deserving Team Member. Winners receive US \$10,000 and company-wide recognition. <http://hwrn.co/ceo>
- Oct-15: Recognize Ownership this Month.** Recognize Team Members who take Ownership with a customizable Values certificate. <http://hwrn.co/val>
- Oct-16: Van Drivers, Valet, Concierge, and Bell Team Week.** Download department-specific recognition tools, like certificates and thank you cards. <http://hwrn.co/domoct>
- Oct-17: Boss's Day.** Recognize your leaders with a "World's Best Boss" mug. Include a card signed by all Team Members. <http://hwrn.co/101716>
- Oct-18: Gear Up the Recognition.** Surprise your drivers by safely decorating their vehicles. Leave a thank you card on the driver's seat.
- Oct-19:** Your Van Drivers and Valets get guests where they need to go. Return the favor with a gas or transportation card.
- Oct-20:** Decorate a luggage cart with crepe paper, balloons, and notes of thanks for your Van Drivers, Valet, and Bell teams.
- Oct-21: Reserve Some Recognition.** Turn the tables on your Concierge team, and make a reservation for them at a local restaurant.
- Oct-22: Make a Difference Day.** Recognize your Global Month of Service plans and accomplishments with customizable flyers and certificates. <http://hwrn.co/cor>
- Oct-23:** View five simple tips for writing a Spirit Award nomination. <http://hwrn.co/102316>
- Oct-24:** Pay a surprise visit to your weekend team and say "thank you."
- Oct-25: Win \$50.** Tell us how you're recognizing the department of the month at <http://hwrn.co/cs>. We'll be selecting two winners each month.
- Oct-26:** Who's always there for others? Show them they're a lifesaver with Lifesavers candy. Download a customizable wrapper at <http://hwrn.co/102616>.
- Oct-27: Tomorrow is Chocolate Day.** Bring in some chocolate for your team. Add a customized thank you card. <http://hwrn.co/102716>
- Oct-28: Make a Spirit Nomination Today.** Who on your team consistently exceeds expectations? <http://hwrn.co/sa>
- Oct-29: Sunday is Halloween in Many Countries.** "Treat" Team Members to candy with custom wrappers that include messages of thanks. <http://hwrn.co/102916>
- Oct-30:** Take the "Recognition 101" Quiz. <http://hwrn.co/103016>
- Oct-31:** Send an email HIGH FIVE to your team today. <http://hwrn.co/hi5>



NOVEMBER RECOGNITION TIPS

Everyone likes to be recognized, including Managers and Supervisors. This month, recognize the Team Members that put the “super” in Supervisor and “manage” to come through every day.

- Nov-1: Managers & Supervisors Month.** Thank Managers and Supervisors for leadership with a mug, T-shirt, or other department-specific item at <http://hwrn.co/domcp>.
- Nov-2: Our Heroes.** Purchase a Superman or -woman action figure to let your Supervisors know how “super” they really are.
- Nov-3:** Watch “Recognition Works,” our online interactive recognition tutorial, for tips on honing your recognition skills. <http://hwrn.co/rw>
- Nov-4:** Take a team photo and frame it for your manager. Or better yet, make a video of Team Members thanking your Managers, like DoubleTree by Hilton Hotel Binghamton. <http://hwrn.co/110416>
- Nov-5:** Research shows it takes 48% longer to understand a negative statement than a positive one.
- Nov-6:** Recognize creativity and innovation with a “Brightest Bulb Award.” Use a Sharpie® to [carefully!] decorate a light bulb. <http://hwrn.co/110616>
- Nov-7:** “A man doesn’t live on bread alone. He needs buttering up once in a while.”
—Robert H. Henry, U.S. Medal of Honor recipient
- Nov-8: Recognize One-Month Anniversaries.** Why wait a year to recognize service? Studies show the first 30 days on the job make the biggest impression. <http://hwrn.co/110816>
- Nov-9: Win \$50.** Tell us how you’re recognizing your Managers & Supervisors for a chance to win one of two gift cards this month. <http://hwrn.co/cs>
- Nov-10:** Download and print out our “Five Keys to Recognition.” Pass out to other managers to help create a more engaged team. <http://hwrn.co/111016>
- Nov-11:** Show the “big cheeses” you appreciate their leadership with a gift of cheese and crackers and a thank you note signed by the team.
- Nov-12: Tomorrow is World Kindness Day.** Share a kind word with your team via an email HIGH FIVE, certificate, or Spirit Award nomination. <http://hwrn.co/rm>

Recognition On a Budget. You can find hundreds of low- and no-cost recognition ideas and resources at the Recognition Pinterest Page (hwrn.co/pin) and the Recognition Library (hwrn.co/rm).



- Nov-13: Managers & Supervisors Week.** Download department-specific recognition tools, like certificates and thank you cards. <http://hwrn.co/domnov>
- Nov-14: Guess What?** We all want to be recognized - including Managers. Don't forget to thank your leaders.
- Nov-15: It's World Recycling Day.** View recycling resources and best practices at <http://hwrn.co/111516>
- Nov-16:** For larger locations, try spotlighting different department Supervisors each day of the week: Housekeeping on Monday, Front Desk on Tuesday, and so on.
- Nov-17: It's Electronic Greeting Card Day.** Send an email HIGH FIVE to your team to thank Team Members for living our Values. <http://hwrn.co/hi5>
- Nov-18:** Thank your night Supervisors for their "round-the-clock" dedication with an evening for two at a movie or restaurant.
- Nov-19: It's Family Volunteer Day.** For your next volunteer event, invite Team Members to bring their families.
- Nov-20: Bottle Up Your Recognition.** Fill an empty bottle with treats and add a custom label. See how it's done at <http://hwrn.co/112016>.
- Nov-21:** It's Thanksgiving Week in the U.S. Regardless of your location, create a "Wall of Thanks" and post thank you notes to your team. Invite everyone to participate.
- Nov-22:** Take a photo of your team and present it to your Manager or Supervisor at your next stand-up meeting. Have everyone sign it.
- Nov-23:** Your Managers give you direction. Return the favor and create an online street sign named after your GM: for example, Jim Smith Lane. <http://hwrn.co/112316>
- Nov-24: Go Team!** Your Managers and Supervisors lead and coach others. Thank them with a coach's hat. <http://hwrn.co/domcp>
- Nov-25: Make a Spirit Nomination Today.** Nominating takes just a few minutes. The impact can last a lifetime. <http://hwrn.co/sa>
- Nov-26:** Sign up new leaders to "Recognition Matters!", our monthly eNewsletter. <http://hwrn.co/112616>
- Nov-27:** Who's Your Sunday Superhero? Recognize a different Team Member every day of the week with a fun title, like a Monday Motivator and a Tuesday Team Player.
- Nov-28: Recognition Book Club.** Check out "1001 Ways to Energize Employees" by Bob Nelson. <http://hwrn.co/112816>
- Nov-29:** Do you have a Team Member of the Month or Quarter award? Think about naming a Supervisor of the Month or Quarter!
- Nov-30:** The year's almost over. Use December to catch up on your recognition goals, such as making a Spirit Award nomination. <http://hwrn.co/sa>



DECEMBER RECOGNITION TIPS

Use this month to recognize any departments unique to your locations that were not included in the calendar. Or recognize off-site Team Members like your owner or corporate support teams.

Dec-1: All Departments Month. Take time to thank everyone who made 2016 great

Dec-2: Our Heroes. Post positive words describing your team, starting with the letter “A.” The next day (or week), move on to the next letter. Don’t stop until the alphabet is complete.
<http://hwrn.co/120216>

Dec-3: Recognize Our Value of “Now” this Month. Recognize Team Members with customizable Values certificates or HIGH FIVES.
<http://hwrn.co/val>

Dec-4: Make a checklist including all departments. Have you recognized all of them this year? If not, focus on the missing departments this month.

Dec-5: It’s International Volunteer Day. Recognize Team Members who give back and strengthen our communities. <http://hwrn.co/cor>

Dec-6: Win \$50. Tell us how you used the calendar to recognize your team in 2016 for a chance to win.
<http://hwrn.co/cs>

Dec-7: It’s Letter Writing Day. Write a letter to your team celebrating their 2016 accomplishments. Send the letter to your team’s homes.

Dec-8: Customizable Recognition Trophy. Add your Team Member’s name and a personal message, then trim, fold, and present. <http://hwrn.co/120816>

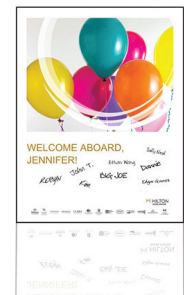
Dec-9: Recognition Starts on Day One. Present a “Welcome” flyer to new Team Members and invite other Team Members to sign it. <http://hwrn.co/120916>

Dec-10: Drink in the Recognition. Pass out sodas with straws. Download customizable thank you flags to attach to the straws. <http://hwrn.co/121016>

Dec-11: Do you have a Spa & Recreation team? Treat them to a bit of “recreation” themselves, like a gift card to a movie.

Dec-12: Standing Ovation. Download a free applause app on your smart phone for a fun way to recognize Team Members. Search “applause.”

Don’t forget to
download your 2017
Recogniton Calendar in
mid-December.
It will have hundreds
of tips to recognize and
energize your team.
hwrn.co/cal



- Dec-13: It's International Cocoa Day.** Hand out candy bars with custom wrappers to your team. You can download them at <http://hwrn.co/121316>.
- Dec-14:** Help your relaxation experts on the Spa & Recreation team relax with a beach bundle. Start with a towel and a magazine. Then add anything you want!
- Dec-15:** Tell us how you used the Recognition Calendar to recognize your team in 2016. Let us know for a chance to win prizes. <http://hwrn.co/cs>
- Dec-16: Create a Thank You Wreath.** Ask Team Members to write recognition messages on green sticky notes. Display in the shape of a holiday wreath. Use red sticky notes to create the bow!
- Dec-17: We Want Your Feedback!** What recognition changes / improvements would you like to see in 2017? Let us know at <http://hwrn.co/121716>.
- Dec-18:** "There are two ways of spreading light: to be the candle or the mirror that reflects it."
—Edith Wharton, novelist
- Dec-19: Download the 2017 Recognition Calendar.** 365 simple tips to build a more engaged team. <http://hwrn.co/cal>
- Dec-20:** Hang holiday ornaments recognizing all of your Team Members. Have Team Members help create them. <http://hwrn.co/122016>
- Dec-21: It's Look on the Bright Side Day.** Thank Team Members for "spreading the light and warmth of hospitality."
- Dec-22:** Pay special attention to Team Members who sacrifice family time to work holiday shifts. Leave a surprise treat, gift card, or note of thanks.
- Dec-23: Download a Spirit Scorecard!** Write down acts of Hospitality. When a teammate gets three mentions, make a Spirit nomination. <http://hwrn.co/122316>
- Dec-24: All in the Family.** When you honor an individual with a prestigious award, like a milestone anniversary, invite their family to the celebration.
- Dec-25:** Send a HIGH FIVE to off-site Team Members, such as corporate support and ownership, thanking them for their support in 2016. <http://hwrn.co/hi5>
- Dec-26: Who's Your CMO?** Name a Chief Morale Officer and let them help plan your 2017 recognition efforts. <http://hwrn.co/122616>
- Dec-27:** Take a few minutes to set 2017 recognition goals. Try to increase your efforts year over year. For example, If you made five Spirit nominations in 2016, make 10 in 2017.
- Dec-28: Get Ready for the New Year.** In January, we recognize Maintenance & Engineering. Go to <http://hwrn.co/domjan> for more info.
- Dec-29: Make a Plan.** Take a few minutes to create a recognition plan using the 2017 calendar. Download your calendar at <http://hwrn.co/cal>.
- Dec-30: Spirit Nomination Deadline.** Who excelled in 2016? Nominate him or her today. <http://hwrn.co/sa>
- Dec-31:** Recognize Team Members that work New Year's Eve and Day with a champagne glass full of Hershey Kisses for their "midnight kiss."

