

Solera at Apple Valley Community Association
Employee Recognition Program Guidelines

In an effort to recognize **EXTRAORDINARY ACTS OF CUSTOMER SERVICE** in a tangible and immediate method the Employee Recognition Program has been developed.

- Extraordinary acts of customer service are not daily requirements, but rather actions which make a resident stop and take notice.
- On a monthly basis Associates who have performed extraordinary acts of customer service will be acknowledged with a certificate of merit.
- On a monthly basis one Associate (defined as a contracted service vendor employee) who received a certificate of merit in the month will receive a Visa gift certificate (valued at \$50) and be publicly acknowledged at a general session board meeting. If there are multiple nomination the board of directors will determine the “one Associate” who will receive the \$50 Visa gift certificate. The board will base their decision on a) the extraordinary act of customer service, b) impact of the extraordinary act of customer service, c) how many nominations each nominee received.

1. A certificate of merit will be given for each **EXTRAORDINARY CUSTOMER SERVICE ACT** recognized by residents. The action must be documented by the observer and given to management who in turn will give a certificate of merit to the recognized Associate.
2. On a monthly basis all Employee Recognition Program nominations will be accumulated and displayed until the board meets at their monthly general board meeting (during the executive session). On a monthly basis one associate will receive a Visa gift certificate (valued at \$50) courtesy of the board. If there are multiple nomination the board of directors will determine the “one Associate” who will receive the \$50 Visa gift certificate. The board will base their decision on a) the extraordinary act of customer service, b) impact of the extraordinary act of customer service, c) how many nomination each nominee received and have their picture and extraordinary action published in the View.
3. There is no limit on the amount of certificates of merit each Associate may accumulate on a monthly basis. After each monthly general board meeting the program begins anew.
4. Nominators must be residents.
5. The program is open to all contracted vendor service personnel (Management Company, Security Company and Landscape Company) with the exception of management.
6. Nomination forms are available at the Aspen Clubhouse and online at www.suncityapplevalley.com
7. Nominations may be sent via e-mail to Evangelina.Gomez@fsresidential.com or Susan.Apel@fsresidential.com must include; name of nominating resident and phone number, name of Associate, extraordinary customer service act, and date of occurrence
8. All nomination forms will be placed in the employee file.
9. Program start date is January 2018