

# FORT HOOD FAMILY AND MWR



## EMPLOYEE RECOGNITION & INCENTIVE PROGRAM

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FAMILY AND MORALE, WELFARE AND RECREATION

# EMPLOYEE AND CUSTOMER *Covenant*

## EMPLOYEE COVENANT

Taking care of our customers begins with taking care of you, our employees.

We are committed to providing a strong, supportive environment where you can thrive.

To that end, we promise to position our employees for success with:

- A robust orientation to welcome you to the Family and MWR team
- Clear performance standards for service excellence
- Formal and informal training to develop your skills
- Performance support tools to assist you on the job
- A holistic program of recognition and incentives to reward excellent service
- Career development opportunities to reach your full potential

## CUSTOMER COVENANT

We are committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation.

We understand that we create value for our customers through predictable, consistent, efficient and customer focused service.

To that end, we promise our customers they will:

- Always be respected and treated as individuals who are valued
- Receive a prompt and friendly greeting in a professional and courteous manner
- Experience aesthetically-pleasing facilities
- Receive timely, accurate and helpful information
- Be offered high quality products and services
- Have an opportunity to provide feedback



REUBEN D. JONES  
Major General, US Army  
Commanding, Family and MWR Command

NICHOLAS R. JOHNSEN  
Director, Family and MWR



MARK A. FREITAG  
Colonel, US Army  
Garrison Commander

Great teams take the time to recognize those great teammates who are role models in how they perform their assigned duties. With the help of some of your own peers the Directorate of Family and MWR has established this Employee Recognition & Incentive Program so that our teammates who are role models can be identified and honored. It is the right thing to do for all of the right reasons. I look forward to being a part of this process along with you as we honor those who we should all want to emulate. Each of you work hard in providing the best service possible to those whom we serve-let's take the few moments necessary to recognize our own for their outstanding contribution to excellence in customer service.

Nicholas R. Johnsen  
Director, Family and MWR



## Division Stepping Up to the Plate Award

- Purpose: This is a division level award for the recognition of employees who exhibit exceptional performance and reflect positively upon the organization.
- Intent: The intent of this award is to provide employee recognition through peers and/or supervisors.
- Criteria: Employees nominated for this award must have demonstrated #1 and #2 of the criteria listed below, as well as five or more of #3-#10.
  1. Employee consistently displays C.U.S.T.O.M.E.R. techniques (Cheerful greeting, Use positive communication, Show positive image and attitude, Teamwork, Own your job, Make it up to the customer, Extra mile, Remember to thank each customer).
  2. Employee consistently displays Army Values (LDRSHIP – Loyalty, Duty, Respect, Selfless Service, Honesty, Integrity, Personal Courage)
  3. Employee creates a pleasant and productive work environment for employees.
  4. Employee listens to suggestions and ideas.
  5. Employee recognizes and acknowledges superior performance.
  6. Employee is open-minded and flexible in dealing with employees.
  7. Employee encourages professional growth of employees.
  8. Employee provides a sense of vision for the department and makes employees feel actively involved in the goals of the department.
  9. Employee promotes innovative and creative ideas that improve the efficiency of customer service interactions.
  10. Employee must not have a derogatory counseling or report during the period of nomination.
- Nomination: Any Family & MWR employee may be nominated for this award. The nominee must not have been already selected as Division Employee of the Quarter within the last four quarters.
- Submission: Nominations must be received by the Family & MWR Recognition & Incentive Committee by the 5<sup>th</sup> working day of the next quarter.
- Selection: Selection is determined by the Division Chief and/or a Division Committee.
- Award: Family & MWR coin with Certificate of Achievement.
- Recognition: Family & MWR Recognition & Incentive Committee will submit all names of recipients to Marketing for publication in the Hood Highlights. Recipients will receive award at Quarterly Family & MWR Luncheon.

## Family & MWR Stepping Up to the Plate Award

- Purpose: This is a directorate level award for the recognition of employees who exhibit exceptional performance and reflect positively upon the organization.
- Intent: The intent of this award is to provide employee recognition through peers and/or supervisors.
- Criteria: Employees nominated for this award must have demonstrated #1 and #2 of the criteria listed below, as well as five or more of #3-#10.
  1. Employee consistently displays C.U.S.T.O.M.E.R. techniques (Cheerful greeting, Use positive communication, Show positive image and attitude, Teamwork, Own your job, Make it up to the customer, Extra mile, Remember to thank each customer).
  2. Employee consistently displays Army Values (LDRSHIP – Loyalty, Duty, Respect, Selfless Service, Honesty, Integrity, Personal Courage)
  3. Employee creates a pleasant and productive work environment for employees.
  4. Employee listens to suggestions and ideas.
  5. Employee recognizes and acknowledges superior performance.
  6. Employee is open-minded and flexible in dealing with employees.
  7. Employee encourages professional growth of employees.
  8. Employee provides a sense of vision for the department and makes employees feel actively involved in the goals of the department.
  9. Employee promotes innovative and creative ideas that improve the efficiency of customer service interactions.
  10. Employee must not have a derogatory counseling or report during the period of nomination.
- Nomination: Any Division Stepping Up to the Plate recipient is eligible. The recipient must not have already been selected as the Family & MWR Stepping Up to the Plate recipient within the last four quarters.
- Submission: Nominations must be received by the Family & MWR Recognition & Incentive Committee by the 5<sup>th</sup> working day of the next quarter, i.e. first quarter October-December.
- Selection: Selection is determined by the Family & MWR Recognition & Incentive Committee.
- Award: Family & MWR coin with coin box and Certificate of Achievement. Name and photo will be added to Customer Service Hall of Fame plaque.
- Recognition: Family & MWR Recognition & Incentive Committee will submit the name and photo of recipient to Marketing for publication in the Hood Highlights. Recipient will receive award at Quarterly Family & MWR Luncheon.

## Caught In the Act (C.I.A.) Award

- Purpose: This award is an award which can be given from employee to employee or from supervisor to employee.
- Intent: The intent of this peer-based award is to promote esprit d'corps throughout the organization using employee to employee recognition.
- Criteria: Any action that an employee is "Caught In the Act" doing which reflects positively upon them and their organization; these are generally small actions that take place on a daily basis. Possible examples are as follows:
  1. Employee goes above and beyond to assist a customer.
  2. Employee is a team player when working with other Family & MWR agencies.
  3. Employee is willing to take on additional responsibilities.
  4. Employee received customer submitted positive ICE comment(s).
  5. Customer provided positive feedback, other than ICE, to employee's supervisor or co-worker.
- Nomination: Any Family & MWR employee is eligible to receive a "Caught In the Act" (C.I.A.) nomination. Employees may nominate other employees, even outside their division, and supervisors may nominate employees. The C.I.A award will be based on a point system (i.e. 1 nomination=1 point). All nominations will be submitted electronically to the Family & MWR Recognition & Incentive Committee, where points will be tracked. Points will be tracked throughout the quarter and the employee with the most nominations for each division will be the C.I.A. recipient for that division for the quarter. Points are cumulative for the year, but all employees will start at "0" on 1 Jan of the next calendar year.
- Award: \$50 reward for each C.I.A. division recipient, which will be presented to them "randomly" at their workplace. All employees with nominations will receive a physical award (lanyard, wristband, or pin) each quarter based on how many nominations they receive. If there is a "tie" between employees, the Family & MWR Recognition & Incentive Committee will decide the winner. The point system is:
  - Bronze – 4 to 8 points
  - Silver – 9 to 15 points
  - Gold – 16+ points
- Recognition: Family & MWR Recognition & Incentive Committee will submit the name and photo of C.I.A. recipient to Marketing for publication in the Hood Highlights. Recipient and nominees will receive awards at Quarterly Family & MWR Luncheon.





## DIRECTORATE OF FAMILY AND MWR

### AWARD NOMINATION FORM

This award recognizes an **Employee** who has demonstrated extraordinary performance. Why should this employee be recognized for an award? Review the criteria below for factors to be considered. Please give a concise, complete and accurate description. Self nominations are not accepted. Please submit to the following e-mail: [usarmy.hood.imcom-fmwrc.list.e-r-and-i-program@mail.mil](mailto:usarmy.hood.imcom-fmwrc.list.e-r-and-i-program@mail.mil)

Nominee (please print): \_\_\_\_\_

Nominee's Supervisor (please print): \_\_\_\_\_

Department/Agency: \_\_\_\_\_

Name of Nominator: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Date: \_\_\_\_\_

Stepping Up to the Plate Award \_\_\_\_\_ Caught In the Act (C.I.A.) Award \_\_\_\_\_

#### Nomination Criteria

Below are the criteria for consideration when nominating an EMPLOYEE. **List the project, process, activity, task, etc. BE SPECIFIC.**

It is not necessary that an Employee meet all criteria. **If the accomplishments do not correspond with the measurements listed below, tell us about them anyway – let the committee be the final judge. Please attach addition sheets if necessary.**

**INCREASE IN QUALITY OF SERVICES DELIVERED:** Employee's actions directly impact the level of customer service provided within the Family & MWR Directorate, Fort Hood or directly to the public. Employee consistently displays Army Values (LDRSHIP – Loyalty, Duty, Respect, Selfless Service, Honesty, Integrity, Personal Courage). Employee received customer submitted positive ICE comment(s). Employee must not have a derogatory counseling or report during the period of nomination.

- C – Cheerful greeting!
- U – Use positive communication!
- S – Show a positive image and attitude!
- T – Teamwork!
- O – Own your job!
- M – Make it up to the customer!
- E – Extra mile!
- R – Remember to thank each customer!

**TEAM/MORALE BUILDING:** Employee has a positive attitude toward work responsibilities, co-workers and customers; serves as a role model for others. Employee provides a sense of vision for the department and makes employees feel actively involved in the organizational goals. Employee recognizes and awards superior performance and is fair and flexible in dealing with employees. Employee encourages professional growth of co-workers or others.

**INITIATIVE:** Employee demonstrates the ability to begin and complete tasks on their own, have assisted in volunteering to serve on work-related committees, submitting ideas and suggestions, and/or have assisted in the completion of special projects and assignments.

**PROCESS IMPROVEMENT:** Employee developed or redesigned a day-to-day task, project or special assignment that had an overall positive impact on productivity within their division or program, Family & MWR or Fort Hood in general.

**This individual deserves an award based on the following justification (use additional pages if required):**

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