

BLUE BEAR SIGHTINGS

CCC Recognition Program to Support “Connecting People and Communities by Innovating, Enhancing and Fulfilling a World-Class Experience”

OBJECT OF THE PROGRAM – To promote servicing the needs of all conventions, tradeshow and meetings with responsive first class customer service, while providing attendees and exhibitors with an experience that exceeds every expectation.

- *Employee to be recognized based on the criteria listed below*
- *Employee to be recognized by any Management Team Member*
- *Once an employee receives a Blue Bear Sighting nomination, the Management Team Member nominating the employee will turn the card into HR for that month and the employee will be entered into a monthly raffle for \$100.00 cash*
- *Recognized employees will have their photo taken by HR which will be posted on the Internal Company Video Communication Boards, along with the reason for being nominated*
- *Monthly raffles will take place at the end of each month*

CUSTOMER SERVICE

- **Mentioned by name in CCC survey**
- **Taking the initiative to resolve Customer concerns effectively and timely**
- **Showing care and concern for our Customers**
- **Witnessed making a personal connection with a Customer**
- **Verbal or written compliment to a manager by our Customer**

CCC VALUES

- **Mutual Respect: Creating an inclusive workplace where fellow employees, building, and clients/attendees are engaged, listened to and treated using the ‘Golden Rule’**
- **Intellectual Honesty & Integrity: Performing with the utmost honesty and ethical actions, making good decisions and consistently following through on assignments**
- **Humility: Demonstrating positive relationships with both fellow employees and clients where their needs are considered ahead of your own interests**
- **Fun: Consistently helping to make work enjoyable even during adverse moments. Adding humor and entertainment, keeping it professional, to workplace duties**
- **Creativity and Innovation: Bring new ideas and suggestions to management’s attention that support our goal of providing the ‘World Class Experience’**

TEAM BUILDING

- **Creating a work environment that is positive and friendly**
- **Offering assistance to another employee outside of the daily assigned duties such as special department initiative or short-term work projects**
- **Overall genuine display of care and concern for our building, fellow employee and customers**
- **Assisting another employee or department during a busy time – outside of the normal duties**
- **Personally recognized from a fellow employee for outstanding assistance or doing a great job**