# Recognition and Rewards from 1001 Ways to Reward Employees, by Bob Nelson

## “The Work Matters” Opportunities

* Give your top service provider special opportunities to develop new skills or to gain visibility in the organization through public recognition or new projects.
* Ask people what they’d like to work on or what new skills they’d like to learn.
* Give high performers opportunities to build their resumes through job enrichment.
* Use department funds to send one employee a year to a special conference or seminar – use it to reward your Customer Service star of the year.
* Offer to pay for extra training for those employees who make the extra effort to provide great service.
* Pay for a subscription to a professional journal in the employee’s field of interest.
* Suggest that the employee start a Career Ladder plan and then support him/her in achieving it.

## Flexibility

* Reward the employee with relief from some dreaded task or chore.
* Do that person’s job for a day while he/she participates in training or job enrichment.
* Give the outstanding service employee first choice when selecting flexible work schedules.
* Give employees who provide outstanding service more flexibility in when they take their lunch hour.
* Offer to answer the phones or work the front desk for one hour for a great service provider.

## No Cost Recognition

* Draw up recognition note cards and let employees fill them out and send them to other employees.
* Arrange for the employee to receive a recognition letter from the president, vice president or director.
* Make the employee Leader of the Month (e.g., meetings, etc.)
* Make a thank you card by hand.
* Park the employee’s car for a week.
* E-mail acknowledgement to the employee documenting the exceptional service.
* Acknowledge the employee’s performance publicly in a meeting.
* Reward the employee with exposure on a task force or committee.
* Write an article about your staff and their accomplishment in customer service for the Campus News.
* Plan to meet for formal chats with each of your employees once a week to talk about whatever is on their minds.

## Low Cost Recognition

* Arrange for the employee to have lunch with the president, director or dean.
* Cover the person’s desk with balloons.
* Leave a bouquet of flowers or candy with a thank you note.
* Take the employee out to lunch.
* Reward the employee with a coupon or certificate for a free lunch.
* Bring in lunch for the person.
* Have coffee with the employee.
* Buy something for the employee’s child.
* Have one trophy, plaque or award. Once an employee receives it, he/she awards to another employee who’s performed great service.
* Give tickets to an upcoming local event.
* Have every employee voluntarily put a small amount of money into a pool. At the end of the time period (one month, for example) the employee that receives the highest customer service ratings will have the money donated to the charity of his/her choice.
* Reward the employee with a better office location or arrangement.
* After achieving some service-related goal, have your staff over to your house for a celebration.
* Bake a batch of cookies for the employee(s) that performed outstanding service.
* Pay for the employee to receive a therapeutic massage from the UNM Wellness Center.
* Take a photo of the employee being recognized and add it to a department collage on a highly visible wall.