

Win-River Resort & Casino
Team Member Handbook
Section Six: Benefits

6.9 Guest Service Recognition Program

POLICY

The Resort & Casino is committed to providing a premier gaming, entertainment, and hospitality experience with the highest level of service for our guests, and is also committed to recognizing and rewarding team members for exceptional performance and outstanding contributions towards creating that experience.

PROCEDURE

1. Team members earn guest service recognition points through the following means:
 - a. Three (3) points by attending official learning and development courses provided by the Team Member Relations Division
 - b. Five (5) points by receiving approved recognitions for providing service that supports our culture from co-workers, management, guests, and vendors
 - c. Five (5) points by making a suggestion on organizational improvements that is implemented
 - d. Twenty-five (25) points for being chosen as Team Member of the Month
 - e. One hundred-fifty (150) points for being chosen as Team Member of the Year
2. Team members are required to attend one (1) learning and development course between January 1st and June 30th of each calendar year, and one (1) learning and development course between July 1st and December 31st of each calendar year. Department managers may schedule specific times for team members to attend. Attendance at required courses is considered paid time.
3. Team members may attend additional learning and development courses, however, these trainings are considered voluntary and are not considered paid time. Team members will receive recognition points for attending additional courses, and must receive pre-approval from his/her department manager to attend. Department managers must provide notification to the Team Member Relations Division that approval has been granted.
4. Team members will not receive recognition points for attending the same course in a calendar year.
5. Team members can redeem their points for rewards through the Win-River Resort & Casino Rewards Network.
6. Points cannot be used after a team member is separated from employment. It is at the discretion of the Resort & Casino as to whether a team member receives the balance of their points upon separation from employment. Points have no cash value.
7. The Resort & Casino assumes no risk or liability for items that are ordered by team members through the Win-River Resort & Casino Rewards Network.

8. The Resort & Casino may hold recognition events exclusively for top point earners. Top point earners will be notified of events in advance and be paid for attendance in accordance with applicable policy.
9. Gift cards and/or cash awarded to team members will be considered taxable income.