

“Engaged Employees Lead to a Successful Organizational Marriage”

Rewards & Recognition Programs at FLL



WHAT IS AN EVERYDAY HERO?



- An employee who exhibits performance excellence and superior customer service through their demonstration of the FLL cares customer service Standards:
- Be Knowledgeable
- Be Proactive
- Be Friendly
- Be Positive
- Be Approachable



WHO CAN BE AN EVERYDAY HERO?

- Airlines, Cargo, and FBO
- Concessions (restaurants, shops, rental cars, business service center, baggage storage, etc.)
- Government (ARFF, BSO, CBP, FAA, TSA)
- Ground Transportation and Parking
- Miscellaneous Airport Services (Airport Ambassadors, ground handlers, skycaps, porters, etc.)

FLL CARES EVERYDAY HEROES

 FORT LAUDERDALE-HOLLYWOOD
INTERNATIONAL AIRPORT
BROWARD COUNTY, FLORIDA



- Nominations received via guest feedback.
- One winner per category selected each month.
- Recognition at Tenant Partnership Meeting.
- Recognized on airport webpage and social media outlets.
- Annual luncheon.
- Nominations submitted to County customer service program.



WHAT IS BCAD THANKS?

- County Airport Employee Recognition program.
- Supported by the Aviation Department.
- Quarterly drawings
- Recognition is quarterly and again at the end of the year.





CRITERIA

The purpose of the Employee Recognition Program is to recognize and reward employee performance excellence, based in part, but not exclusively, on BCAD's core values, consisting of:

- Customer focus
- Responsiveness to Tenants
- Ethical Behavior
- Accountability
- Community Collaboration
- Environmental Responsibility



THE THREE COMPONENTS ARE?

- **Just Plane Thanks** - An immediate, informal way of saying "Thank You."
- **Customer Connection** - A formal way of recognition for significant achievement with an internal or external customer.
- **The Sky's the Limit** - Recognition to an employee that goes above and beyond the call of duty.





- Nominees receive an email notification of their nomination.
- All employees nominated during the quarter receive a prize.
- Each nomination card is entered into a drawing, the more nominations an employee receives, the better their chances of being selected from the random drawing.
- Each winner (one from each category), selected from the random drawing, will receive 3 items:
 - a gift bag of prizes
 - a monetary reward
 - an item from the County store

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- Both programs recognize airport employees on a large scale.
- Everyday Heroes & BCAD Thanks “Sky’s the Limit” nominations are forwarded to the Greater Ft. Lauderdale Convention and Visitors Bureau (CVB) for entry into the CVB’s SunSational Service award.

