

“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

# FLL CARES EVERYDAY HEROES

FORT LAUDERDALE-HOLLYWOOD  
INTERNATIONAL AIRPORT  
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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.

