To: Team Members

From: [INSERT YOUR NAME HERE]

Subject: 2016 Catch Me at My Best Program

Let’s Do What We Do Best!

Catch Me at My Best peer recognition program is about to begin! It’s our way to celebrate and reinforce our commitment to Inspired Service and the values that drive our success.

The program provides us with the opportunity to recognize acts of hospitality, big and small, that make our hotel special—like remembering a guest’s name, problem resolution, attention to detail, and cleanliness. [NOTE TO HOTEL: USE THIS SPACE IF YOU WANT TO INSERT SPECIFIC BEHAVIORS YOU WANT TO REINFORCE.]

The program runs from June 1 to August 31. During this time, managers and peers can recognize Team Members by simply filling out a Catch Me at My Best card. The completed cards can be turned in to Human Resources. Be sure all cards are turned in to [INSERT CENTRAL LOCATION OR POINT PERSON HERE] so they can tally the results.

Team Members can also catch each other online by visiting www.HIlton-Recognition.com/eCatch.

[NOTE TO HOTEL: USE THIS SPACE INSERT HOTEL SPECIFICS ABOUT PRIZES, THEMES, PARTIES, AND OTHER INFORMATION YOU’D LIKE TO COMMUNICATE TO YOUR TEAM ABOUT THIS YEAR’S PROGRAM].

Be sure to recognize your fellow Team Members with a Catch Me card each time you see them doing something great!

So let’s make this our best program yet.