Employee Recognition

FRESCA CLEAN

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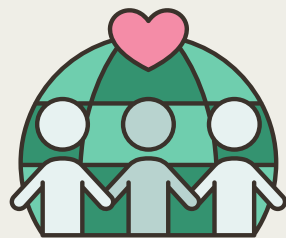BADM 329: Performance Management

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AGENDA

- Introduction

- Overview of organizational challenges

- Key Research Findings

- Summary of proposed strategies

- Prototype

  - How will it address organizational challenges?

  - Demonstration

- Conclusion

INTRODUCTION

FRESCA CLEAN

Community-Focused

- Serving both families and businesses
- High-standard cleaning services

Strong Team

- 30+ dedicated employees
- Key roles: Office Managers, Cleaning Specialists, Team Leads, Training Coordinators

Impressive Track Record

- $1.5M+ in annual sales
- Hundreds of repeat customers

Recognized as:

- Top Employer (Nov 2024)
- Business Excellence Awards Finalist

CHALLENGES OVERVIEW

- Salary increases not tied to employee performance.

- Organization and employee roles lacking structure.

- Feedback systems.

  - Documenting, providing and applying.

- Lack of Performance Management System

- Employee engagement and teamwork.

- Check list inefficiencies.

KEY RESEARCH FINDINGS

- Pay-for-performance for mechanical, measurable tasks

- Employee feedback loop as a strategy to use inputs as guidance

- Employee recognition to make pay-for-performance meaningful

PROPOSED STRATEGIES

Checklist Improvements

- Ensure employees on premises when completing
  - Photo proof & required codes
  - Priority based

Organizational Restructure

- Restructure roles to define responsibilities clearly
  - Move beyond generic "cleaner" job label
- Clarify tasks to reduce employee confusion
- Improve efficiency with a functional structure

Employee Recognition & Pay-for-performance

- Implement pay-for-performance to motivate employees
- Based on prototype data using 5-point-scale rating
- Evaluate performance using clear, objective metrics
- Recognize top performers through monthly appreciation

PROTOTYPE

HOW WILL IT ADDRESS ORGANIZATIONAL CHALLENGES?

- Help Fresca Cleans win Business Excellence award.

- Excel employee performance tracker template.

- Use data-driven insight to guide **employee recognition**, raises, and training development decisions.

  - Improve employee motivation for both high and low performers.

  - 5-point scale rating system.

PROTOTYPE

PARAMETER GRID AND DEFINITIONS.

We're seeking for a dependable and meticulous junior housekeeper to join our team! In this role, you're going to maintain a high standard of cleanliness as well as handle cleaning supplies and equipment. Your responsibilities will include sweeping, mopping, vacuuming, sanitizing washrooms, and assisting others in certain cleaning projects. Along with reporting maintenance needs, you're also required to ensure that everything complies with health and safety regulations.

What we're looking for:

- Prior experience in janitorial or housekeeping work
- Excellent leadership and problem-solving skills
- Ability to work both independently and collaboratively
- Comfortable working with cleaning supplies and equipment
- Dedication to cleanliness and precision

We would love to hear from you if you have any previous housekeeping experience and take pride in creating a safe and clean environment!

- Metrics derived from a cleaner job description.
- 5 point rating scale.
- Basis of employee performance review.

Parameter	Definition	score		Score	Rating
Dependability	Ability to consistently fulfill housekeeping duties with reliability and responsibility.	10		0	1
Cleaning Proficiency	Capability to perform sweeping, mopping, vacuuming, and sanitizing washrooms effectively.	24		20	2
Equipment Handling	Comfortable working with cleaning supplies and equipment safely and efficiently.	8		50	3
Collaboration & Teamwork Skills	Ability to work both independently and collaboratively with team members on cleaning projects.	8		80	4
Problem-Solving Abilities	Strong problem-solving skills to identify and address maintenance needs.	7		90	5
Leadership Qualities	Excellent leadership skills to support and assist others in cleaning tasks.	12			
Health & Safety Compliance	Ensuring all cleaning activities comply with health and safety regulations.	15			
Time Management	Ability to efficiently complete cleaning tasks within designated timeframes.	7			
Adaptability	Capability to adjust to different cleaning requirements and unexpected tasks.	4			
Physical Stamina	Strength and endurance to perform repetitive cleaning tasks such as lifting, bending, and standing for extended periods.	5			
	TOTAL	100			

PROTOTYPE

INDIVIDUAL PERFORMANCE REVIEW

Performance Review						
Date	Employee ID	Employee Name	Reviewer name	Reviewer title	Comments:	
2025-03-25	EMP001	Ethan Wright				
Characteristics						

Dependability	Cleaning Proficiency	Equipment Handling	Collaboration & Teamwork Skills	Problem-Solving Abilities	Leadership Qualities	Health & Safety Compliance	Time Management	Adaptability	Physical Stamina
✓	✗	✓	✓	✗	✓	✓	✗	✗	✓

- Uses previous parameters as a baseline

- Use simple cross and check feature

- Add additional comments

- Added to a larger data base of all employee information.

PROTOTYPE

EMPLOYEE PERFORMANCE RATING CARD DATA BASE

Employee ID	Employee Name	Dependability	Cleaning Proficiency	Equipment Handling	Collaboration & Teamwork Skills	Problem-Solving Abilities	Leadership Qualities	Health & Safety Compliance	Time Management	Adaptability	Physical Stamina	Performance Score	Rating
EMP001	Ethan Wright	✓	✗	✓	✓	✗	✓	✓	✗	✗	✓	58	3
EMP002	Emma Robinson	✗	✓	✗	✗	✓	✓	✓	✓	✓	✓	74	3
EMP003	Olivia Lee	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	92	5
EMP004	Isabella Anderson	✓	✓	✓	✓	✗	✓	✓	✓	✓	✗	88	4
EMP005	Charlottee Evans	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	85	4
EMP006	Scott Carter	✗	✓	✓	✓	✓	✗	✓	✓	✓	✗	73	3
EMP007	Amelia Turner	✓	✓	✓	✓	✗	✓	✓	✓	✗	✓	89	4
EMP008	Daniel Walker	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓	80	4
EMP009	Grace Thompson	✓	✓	✓	✗	✓	✓	✓	✗	✓	✓	85	4
EMP010	Zoe Ramirez	✗	✗	✗	✓	✗	✗	✓	✓	✓	✗	34	2

Employee performance rating card - March 2025

- Performance scores and rating scale

PROTOTYPE

GRAPH AND INSIGHTS DASHBOARD

- Visual representation of important stats
  - employee rating
  - avg. performance
  - top 3 employees
  - bottom 3 employees

PROTOTYPE

Employee ID	Employee N				Action Plan
EMP001	Ethan Wright	58	3	Meets Expectations	Acknowledge steady work, offer optional skill development workshops to grow potential.
EMP002	Emma Robinson	74	3	Meets Expectations	Acknowledge steady work, offer optional skill development workshops to grow potential.
EMP003	Olivia Lee	92	5	Outstanding	Public praise, bonuses, leadership opportunities, or mentoring roles. Encourage them to share best practices.
EMP004	Isabella Anderson	88	4	Exceeds Expectations	Verbal praise, small rewards, or stretch assignments. Keep them engaged and motivated.
EMP005	Charlottee Evans	85	4	Exceeds Expectations	Verbal praise, small rewards, or stretch assignments. Keep them engaged and motivated.
EMP006	Scott Carter	73	3	Meets Expectations	Acknowledge steady work, offer optional skill development workshops to grow potential.
EMP007	Amelia Turner	89	4	Exceeds Expectations	Verbal praise, small rewards, or stretch assignments. Keep them engaged and motivated.
EMP008	Daniel Walker	80	4	Exceeds Expectations	Verbal praise, small rewards, or stretch assignments. Keep them engaged and motivated.
EMP009	Grace Thompson	85	4	Exceeds Expectations	Verbal praise, small rewards, or stretch assignments. Keep them engaged and motivated.
EMP010	Zoe Ramirez	34	2	Needs Improvement	Provide specific feedback, one-on-one coaching, skill-building workshops, and mentoring. Create an improvement plan with clear goals and timelines.

- Gives an action plan based on employee performance and rating.

PROTOTYPE

CONCLUSION

- Has strong potential to stand out as top employer in North Vancouver
- Current systems work but could improve in recognizing and rewarding employee efforts
- Key improvements recommended:
    - Improving checklists
    - Restructuring roles
    - Employee recognition plan

Thank you!