

	Reward and Recognition Policy	Coffee Day/HR/
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Reward & Recognition Policy

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Introduction:

Cafe Coffee Day encourages the recognition of excellent performance and achievement through the use of rewards that are creative, flexible, and meaningful.

Objective:

Reward and Recognition policy has been designed to appreciate and recognize good work, accomplishments beyond normal duty and for outstanding achievement for exceptional contribution towards the customers and company.

Bring in achievement orientation amongst employees and thus creating an organisation nurturing performance and innovation.

Recognize every staff employee being a valuable asset of the organisation, by participating in & celebrating his/her special moments

Scope:

All cafe employees on the rolls of the company

Levels of Recognition:

- a) Employee of the Month
- b) Cafe Manager of the Month
- c) Cafe of the Quarter
- d) Cafe of the Year

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EOM - Employee of the Month	
Qualifying employees	Part timers / Team Members / Operation Trainee/ Lounge employees
No. of Nominations	One person per City Manager/ Cities having more than 6 Coffee Day Lounge (CDL) will have separate EOM exclusively for Coffee Day Lounge (CDL) employees
Frequency	Once a month for all regions
EOM celebration location	Centrally located cafe.
Invitees	Inviting Parents/Family/ Close Friend (whichever feasible) to the café and treating them with the snacks at the café. Café tour for the parents to be done by Area Manager.
	Area Manager, City Manager, Regional Human Resource to be compulsorily present in the Café for the celebrations.
Administration	
Parents Pickup	Conveyance will be reimbursed towards transport of family members
Certificate	Laminated certificate, having digital signature of Chief Operating Officer. Photocopy of the certificate to go to employee's file.
Cake cutting	Rs. 300/- Cake to be cut in the café, to be distributed among the staff and the customers.
Snacks budget	For all attendees 25 Rs per person
Prize Distribution	Can be done by City managers/ Regional Manager/ Territory Manager or visiting Head of Departments
STANDARD OPERATING PROCEDURE	
Qualifying Parameters	Data required & Data source
Café Operations - adherence to all STANDARD OPERATING PROCEDURE (Checklist)	Actual checklist score- City manager
Up selling & Cross selling	Actual target versus achievement for add on merchandise/ food/ special product. Data from Point of Sales (POS)- Area Manager
Attendance (Punctuality)	Time in time out data. Attendance data- Area Manager
Customer Service Skills	Comment cards. Observation by Area manager & above, Appreciation mails through portal
Personal grooming	Qualitative remark. Observation by Area manager

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Timelines	
Area Managers to send nominations to City Managers. Duly filled Scorecards to be sent along.	7 th of every month
City Manager to shortlist	9 th of every month
City Manager/ Regional Manager & Regional HR to review the each nomination & decide on the manager of the month.	11 th of every month
Felicitation day	Before 15 th day of the month

Scorecard Template

Employee of the Month			
Name of the Team member			
Name of the Café			
Reward Period (specify the month)			
Location			
Name of Area Manager (recommended by)			
	Parameters	Score	Data required & Data source
1	Café Operations - adherence to all Standard Operating Procedures (Checklist)		Actual checklist score- City manager
2	Up selling & Cross selling		Actual target versus achievement for add on merchandise/ food/ special product. Data from Point of Sales- Area Manager
3	Attendance (Punctuality)		Time in time out data. Attendance data- Area Manager
5	Customer Service Skills		Comment cards. Observation by Area manager & above, Appreciation mails through portal
4	Personal grooming		Qualitative remark. Observation by Area manager

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Process			
1	Area Managers to send nominations to City Managers. Duly filled Scorecards to be sent along.	7 th of every month	
2	City Manager to shortlist	9 th of every month	
3	City Manager/ Regional Manager & Regional Human Resource to review the each nomination & decide on the manager of the month.	11 th of every month	
4	Felicitation day	Before 15 th day of the month	

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COM-Café Manager of the Month	
Qualifying employees	Café Managers/Café Managers/ Assistant Managers/Café In Charges
No. of Nominations	One person per City Manager
Frequency	Once a month for all regions
COM celebration location	Centrally located cafe.
Invitees	Inviting Parents/Family/ Close Friend (whichever feasible) to the café and treating them with the snacks at the café. Café tour for the parents to be done by Area Manager.
	Area Manager, City Manager, Regional Human Resource to be compulsorily present in the Café for the celebrations.
Administration	
Parents Pickup	Conveyance will be reimbursed towards transport of family members
Certificate	Laminated certificate, having digital signature of Chief Operating Officer. Photocopy of the certificated to go to employee's file.
Cake cutting	Rs. 300/- Cake to be cut in the café, to be distributed among the staff and the customers.
Snacks budget	For all attendees 25 Rs per person
Prize Distribution	Can be done by City managers/ Regional Manager/ Territory Manager or visiting Head of Departments
STANDARD OPERATING PROCEDURE	
Qualifying Parameters	Data required & Data source
Operational excellence report 90% or higher	Operational excellence report - City manager
Sales target achievement 100% or above	Sales target versus achieved- City manager
Staff retention 100%	Café staff retention data- Human Resource Department
Overall wastage less than 5%	Wastage report- Audit Department
Customer Service Skills	Attach customer appreciation/ comment card, mails through portal- City manager

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Timelines	
Area Managers to send nominations to City Managers. Duly filled Scorecards to be sent along.	7 th of every month
City Manager to shortlist	9 th of every month
City Manager/ Regional Manager & Regional HR to review the each nomination & decide on the manager of the month.	11 th of every month
Felicitation day	Before 15 th day of the month

Scorecard Template

Café Manager of the Month			
Name of the Manager / In charge			
Name of the Café			
Reward Period (specify the month)			
Location			
Name of Area Manager (recommended by)			
	Parameters	Score	Data required & Data source
1	Operational excellence report 90% or higher		Operational excellence report - City manager
2	Sales target achievement 100% or above		Sales target versus achieved- City manager
3	Staff retention 100%		Café staff retention data- Human Resources department
4	Overall wastage less than 5%		Wastage report- Audit department
5	Customer Service Skills		Attach customer appreciation/ comment card, mails through portal- City manager
Process			
1	Area Managers to send nominations to City Managers. Duly filled Scorecards to be sent along.	7 th of every month	
2	City Manager to shortlist	9 th of every month	
3	City Manager/ Regional Manager & Regional Human Resource to review the each nomination & decide on the Employee of the month.	11 th of every month	
4	Felicitation day	Before 15 th day of the month	

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COQ - Café of the Quarter	
Qualifying employees	Entire Café Team including Part Timers/Team Members/Operation Trainee/Café Manager/ Café In charge
No. of Nominations	One Café Team per territory
Frequency	Once a Quarter
EOM celebration location	Qualifying café
Invitees	Territory manager and Territory Human Resource head should travel to the venue and be compulsorily present for the event celebration.
	Area Manager, City Manager, Regional Human Resource, Territory Manager, Territory HR head to be compulsorily present in the Café for the celebrations. Support Staffs to be invited, presence optional
Administration	
Cash Reward	Rs 1000 per employee (Entire Café Team including Part Timers/Team Members/Operation Trainee/Café Manager/ Café In charge/ Area Manager)
Rotating Trophy	Rs. 3000
Certificate	Laminated certificate, having digital signature of Chief Operating Officer. Photocopy of the certificated to go to employee's file.
Cake cutting	Rs. 300/- Cake to be cut in the café, to be distributed among the staff and the customers.
Snacks budget	For all attendees 25 Rs per person
Prize Distribution	To be done by Territory Manager or visiting Head of Departments
STANDARD OPERATING PROCEDURE	
All Regional Operations Head to give the best café team nominations basis qualifying criteria every quarter, Territory Manager to finalize the best Café name from all the nominations received.	
Territory Manager to send the score card available to the territory Human Resource head, who will send the scorecard and nomination to Human Resource Head of Department and Operation Head of Department for procuring certificate,	
Cash reward of Rs 1000 per employee can be used for outing/ movie/ lunch/ personal use.	
Territory Manager to carry cash and immediately handover the cash in envelop	
Area Manager to get cash receipt signed from the employee and submit to Territory manager for account submission.	
Regional HR/EE team to send details of event to Corporate EE team, which will publish the National Report for quarter. Same to be published in newsletter	

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Qualifying Parameters	Data required & Data source
Operational excellence report 90% or higher	Operational excellence report - City manager
Sales target achievement 100% or above	Sales target versus achieved- City manager
Compliance 100%	Audit report- Audit Department
Staff retention 90%	Café staff retention data- Human resource department
Overall wastage less than 5%	Wastage report- Audit department
Sales improvement/ customer delight/ cost saving initiative	Café manager and team to give presentation to Territory Manager
Timelines	
Regional Ops head to send nominations to Territory Manager. Duly filled Scorecards to be sent along.	7 th of the following month to the quarter
Territory Manager & Territory HR Head to review each nomination & decide on the Cafe of the Qtr.	9 th of the following month to the quarter
Felicitation day	Before 15 th of the following month to the quarter

Scorecard Template

Café of the Quarter			
Name of the Café			
Name of the Café Manager/ In charge			
Names of the Café Team members			
Reward Period (specify the quarter)			
Location			
Name of Area Manager			
	Parameters	Score	Data source
1	Operational excellence report 90% or higher		Operational excellence report - City manager
2	Sales target achievement 100% or above		Sales target versus achieved- City manager
3	Audit issues 0% in the quarter		Audit report- Audit Dept
4	Staff retention 90% or above		Café staff retention data- Human Resource department
5	Overall wastage less than 5%		Wastage report- Audit
6	Sales improvement/ customer delight/ cost saving initiative		Café manager & team to give presentation to territory Manager

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Process			
1	Regional Operations head to send nominations to Territory Manager. Duly filled Scorecards to be sent along.	7 th of the following month to the quarter	
2	Territory Manager & Territory Human Resource Head to review each nomination & decide on the Cafe of the Quarter	9 th of the following month to the quarter	
3	Felicitation day	Before 15 th of the following month to the quarter	

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COY-Café of the Year	
Qualifying employees	All employees of Best Cafes of the Quarter
No. of Nominations	16 Café teams (from the previous 4 quarters x 4 territories)
Frequency	Once a Year
EOM celebration location	Entire team and Area manager to travel to Bangalore Head Office and Chikmagalur. Event to be conducted at Head Office.
Invitees	Entire team and Area manager, Human Resource & Operations Head of Department, Chief Operating Officer
Administration	
Travel Arrangements	Entire Café team including Area Manager to travel to Bangalore Head Office and will also be rewarded with a trip to Chikmagalur. To and fro travel arrangement will be done by regional admin and stay arrangement will be done by corporate Employee Engagement team in coordination with corporate administration.
Cash Reward	Rs 20,000 for entire café team (Café manager/ in charge/ Team Members/ Part Timers/Operations Trainee/ Area Manager)
Trophy	Rs. 3000 (Trophy to be kept at the winner Café)
Certificate	Laminated certificate, having digital signature of Chief Operating Officer. Photocopy of the certificated to go to employee's file.
Cake cutting	Rs 1000
Lunch/Dinner	For the winner team with Human Resource & Operations Head of Department, Chief Operating Officer.
Prize Distribution	To be done by Chief Operating Officer.
STANDARD OPERATING PROCEDURE	
Corporate EE team to submit all 16 nominations from previous year Human Resource & Operations Head of Department and to get winner café name from year Human Resource Head of Department.	
Event to be done on a day of May month for annual period of April-March.	
Corporate Employee Engagement team to procure the trophy and inscribe the logo as on the certificate or on the base of the trophy.	
Cash reward of Rs 20,000 distributed to the cafe team can be used by employees at their own convenience.	
Operations Head of Department to handover the cash in envelop to the employees on spot at award function.	
Employees under notice period will not be eligible for this reward category	
Area Manager to get cash receipt signed from the employees and submit to corporate Employee Engagement team for accounting purpose.	
Corporate Employee Engagement team will publish the National report for the year with summary of all 16 nominations. Same to be published in newsletter.	

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Scorecard Template

Café of the Year			
Name of the Café			
Name of the Café Manager/ In charge			
Names of the Café Team members			
Reward Period (specify the year)			
Location			
Name of Area Manager			
	Parameters	Score	Data source
1	Operational excellence report 90% or higher		Report- Territory Manager
2	Sales target achievement 100% or above		Sales report- Territory Manager
3	Audit issues 5% in the year		Audit report
4	Staff retention 90%		Retention data- Human Resource department
5	Overall wastage less than 5%		Wastage report- Audit department
6	Sales improvement/ customer delight/ cost saving initiative		Turn around initiatives- Café manager and team to give presentation to Operations Head
Process			
1	Operations Head & Human Resource Head to review each nomination & decide on the Cafe of the year and event schedule	1st - 5th May	
2	Result to be sent to Winner Territory manager	5th May	
3	Regional admin to make travel arrangements for eligible employees	5-7th May	
4	Felicitation day	A day between 10-25 th day of May	
5	Travel to Chikmagalur and back to region	Post event	