

Defiant Sports Praise Point System

1. Overview

The Praise Point System (PPS) is a way for management to keep track of great staff behaviour and reward them for their effort.

Once a member of staff reaches twelve points, they will be given a reward from management. Points do not expire over time, but will all reset once a reward is given.

The value of an action will dictate its point worth. Small examples of going the extra mile will give one point, whereas larger ones will give two. The specifics of this will be covered in the *Point Breakdown* section of this document.

2. Point Breakdown

There are two different categories of success.

Minor: Small, but noticeable acts - worth one point.

Major: Standout acts that set the gold standard - worth two points.

Below is a table of example actions to use as a guideline. Management will decide which category actual actions fall under.

Minor	Major
Positive, contagious attitude	Handling an aggressive customer well and appropriately
Showing adaptability / versatility	Covering last-minute shifts
Consistently reminding staff of rules they might forget	Showing initiative / ways to improve (Self & Company)
Being self-motivated	Stepping up to difficult situations
Being thoughtful or outgoing to others	
Getting a lot done in a short time	
Taking full responsibility for tasks and making amends if mistakes occur	