

	RESOURCE LIBRARY - FRONT OFFICE Sample Incentive Scheme	CODE: 03.03.010
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Front Desk & Revenue Teams Incentive Scheme

Area	Payment	Incentive	Section
Achieving the Rooms Department Plan and up selling target based on RevPAR & departmental profit	Monthly	100	Reception & Reservation Team
Achieving 1 – 10% above plan	Monthly	150	Reception & Reservation Team
Achieving 11% - 20% above plan	Monthly	200	Reception & Reservation Team
Achieving 21% - 30% above plan	Monthly	300	Reception & Reservation Team
Achieving No 1 in MPI	Monthly	100	Revenue Team
Achieving No 2 in MPI	Monthly	50	Revenue Team
Score 100 in GSTS for Check in/ out	Every 3 months	300	Front Desk Team
Score 95 & above GSTSfor Check in/ out	Every 3 months	200	Front Desk Team
Score 90 & above in GSTSfor Check in/ out	Every 3 months	150	Front Desk Team
Score 100 in GSTS for Arrival at Hotel	Every 3 months	200	Front Desk Team
Score 95& above in GSTS for Arrival at Hotel	Every 3 months	150	Front Desk Team
Score 90 & above in GSTS for Arrival at Hotel	Every 3 months	100	Front Desk Team
Score 100% in GSTS for availability of reserved room	Every 3 months	200	Revenue Team
Score 95& above in GSTS for availability of reserved room	Every 3 months	150	Revenue Team
Score 90 & above in GSTS for availability of reserved room	Every 3 months	100	Revenue Team
Above 90% for Quality assurance program	After visit results	200	Front Desk Team, Revenue Team & Asst. Quality Manager

General Rules

- Payment is per team member.
- Any team member will have misconduct or will be “Out without permission” will not be entitled for the above incentive for a period of 3 months.
- Any team member who has over 3 misconducts will not be entitled for the above scheme.
- A Minimum duration of six months employment for any team member is necessary to be entitled for the above incentive scheme.
- This Incentive Scheme will be incorporated with the **GSTS** standard and will be reviewed if needed.
- Incentive on the plan for the reception team will be based on achieving the monthly (upselling) target
- Incentive scheme will not be granted unless Hotel monthly financial targets are met in terms of Occupancy, Revenues & Gross Operating Profit.
- Quality assurance target is subject to amendment when receiving the overall target of the hotel for year.
- The Management of the Hotel will have the right to modify or cancel this scheme at its own convenience.

Others

- Front Desk & Revenue Manager are not entitled for the above incentive scheme.
- Front Desk team includes Reception, Bellmen, Guest Relations & Telephone Operator