

TAKE  
**NOTICE**

Buildings Work  
**Because They Do**



 **1,863,568**  
**hardworking people**  
keep our buildings  
running each day.



 **94 percent**  
of these clean team  
members say that **being  
acknowledged for their  
work is important to them.**



# Buildings work because **they** do

It's time to take notice of the people who keep our workplaces clean. At GP PRO, we strive to honor the teams, like yours, who work hard every day. We even design our products with them in mind.

So join us in saying thanks to the people who deserve it most, and flip through this handy guide for more tips and information to help you create a culture of recognition.



It all starts with a thank you.

## The Psychology of a

Thank you

We all know how important it is to thank others for their hard work—and how good it makes us feel when others do the same. In fact, 94% of clean team members say that being acknowledged for their work is important to them.<sup>1</sup>

But the impact of a proactive thanks goes much further than making people feel good. Acknowledgement of a job well done is also good for business.



1,863,568

Our buildings work because of the **1,863,568 hardworking people keeping our workplaces clean.**<sup>2</sup> Here is what some of them have to say.

“It’s very easy to forget the people who keep the facilities clean as frequently that person is not physically seen.”

“Simply being told that you are doing a good job is very motivational. And, to be rewarded for your work is extremely encouraging.”



“I wish my boss would take notice more often.”

“Acknowledging a job well done **makes me feel valued and part of the team.**”



WE SURVEYED CLEAN TEAM MEMBERS ACROSS THE U.S. AND FOUND THAT WHEN RECOGNIZED FOR THEIR WORK...<sup>3</sup>

**77%** 77% show more engagement in their work

82% feel motivated to perform at a higher level **82%**

**79%** 79% feel happier with the work they do

76% report that they are less likely to look for another job **76%**

### A CULTURE OF POSITIVE RECOGNITION



Creates happier and more efficient clean team members



Ensures consistent quality across your team



Reduces turnover and the cost associated with training new hires





“Acknowledging a job well done **makes me feel valued and part of the team.**”



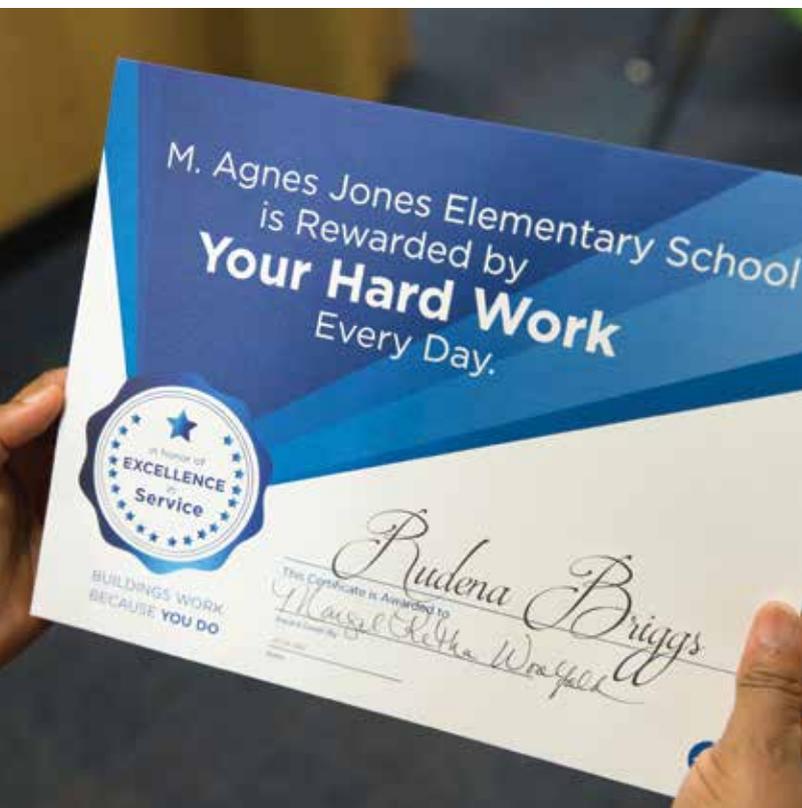
“Simply being told that you are doing a good job is **very motivational.**”



# Take Notice Program

Our Take Notice program is designed to show our appreciation for clean teams across the United States. It starts by designing products with clean teams in mind. And that means finding ways to make their jobs easier, like easy refills and controlled dispensing to save on time and effort.

But that isn't enough. We want to take our thanks a step further by helping managers, like you, build successful recognition programs. So we've developed resources—from customizable certificates to handy guides—to help you create a program you'll be proud of! Because who deserves recognition more than the members of your clean team?



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## Keys to a Successful Recognition Program

Saying thanks is key to any successful company. It can boost company morale, decrease turnover rates and create a healthier work environment. Let your teammates know how much you appreciate them by creating a culture of recognition.

### SET OBJECTIVES

Decide what you want to achieve with your recognition program, and set goals for the future. You can do this by identifying what's important to your team and continually striving for success.

#### EXAMPLE:

*Set goals for employee timeliness, attentiveness or even decreased turnover rates.*

### BE TIMELY (AND FREQUENT)

When a teammate does something worth recognizing, don't wait to acknowledge them. Show your appreciation as soon as possible, or better yet, catch them in the act of doing something great. Use our customizable letter to quickly show your appreciation.

#### EXAMPLE:

*Recognize a teammate for always being on time or bringing bright smiles to the workplace.*

### MAINTAIN CONSISTENCY

Keep the recognition rolling throughout the year by regularly showing appreciation for your team's hard work. Schedule a monthly meeting to recognize group or individual stand-out performance.

#### EXAMPLE:

*Host a quarterly recognition meeting with muffins and bagels.*

### STAY FOCUSED

Don't let day-to-day responsibilities derail your intentions to say thank you. Continue striving for your goals by tracking outstanding performance. This way you can easily recognize your team during your monthly meetings.

#### EXAMPLE:

*Keep documentation of outstanding performance to make showing appreciation easier.*



## Challenges (And Solutions) to Recognition

Sometimes saying thanks isn't the easiest task. From varying schedules to different personalities, things can get in the way of frequently showing appreciation. We understand these challenges, and we've put together a few solutions to help you out.

### CHALLENGE

Limited time

### SOLUTION

Showing appreciation is important, so making time for it is crucial. Try catching your recipient at the beginning of their shift or during a daily break. Just ensure that the timeframe works for both parties.

### CHALLENGE

Different schedules

### SOLUTION

Differing schedules can be challenging, so work to find time when there is an overlap, specifically without the supervisor's presence being a surprise. Incorporate moments of recognition into shift changes or during check-ins with staff.

### CHALLENGE

Dynamic personalities

### SOLUTION

Everyone is unique, whether in personality or culture. It's important to know your staff and understand their values. Recognition cannot be one-size-fits-all. For instance, some people might not like public recognition, so you could have a private moment of recognition with them instead.

### CHALLENGE

Location

### SOLUTION

For supervisors who aren't close in proximity to their staff, showing appreciation regularly can be difficult. Always have someone from leadership in recognition meetings. This reminds the team that everyone matters and is supported by leadership.



Don't miss the chance to recognize your clean team on **National Custodial Workers Recognition Day** on **October 2nd**.



Keep learning about ways to strengthen your recognition program at

**wetakenotice.com**

1. *GP PRO Building Managers and Maintainers Study, 2017*
  2. *IBIS World Industry Report 56172 on Janitorial Services in the US*
  3. *GP PRO Building Janitorial Staff Study, 2017*
- All quotes: *GP PRO Topline Data: Janitor Custodian Study*

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PERFORMANCE  
AT WORK™

