

Fresh Perspectives on Company Culture from CHART's First Time Attendees

At our recent Hospitality Training Conference, CHART 98 in Nashville, we welcomed more than 100 First Time Attendees, and invited them to weigh in on a variety of topics. Here are some tips they shared to build and maintain company culture.



What are you doing to build and maintain your company culture throughout your organization?

- Culture book – story book, use team members
- New LMS – Tot Talks; values, mission, video
- Culversations – culture video – (Culvers)
- Beekeeper – social media type of platform; available to all team members
- Crew bonus program
- Video presentations
- Passport
- Communications around values
- Recognition to values; promote on HRIS
- Group training for new team members
- Teach team members to be story tellers
- Talk about the why
- Culture book with videos. Orientation flipbook
- New service pillars – tie to all pillars
- “I believe” menu. Appetizer – Entrée – Desert/Culture
- Four Management “Filter”
- Marble program – above & beyond=marble
- Involved with local charities
- Rockstar award/tied to values. Bonus=lunch with CEO
- Pride pin=1/month. Nominated to corporate.
- CCC=Company/Center/Culture – quarterly recognition
- “Menu”
- Electronics
- Team member bonus
- Reinforce culture
- Brand Champ (all employees)
- Facebook Culture Club (private). Post training, spirit week
- Workshops – LinkedIn for Recognition
- Triathlon with mission/vision – prizes
- Kcup – Work hard/play hard (ski, snowboard)
- Weekly newsletters (nominations)
- Recognize anniversaries (share memory – blog)
- Intranet – celebrations, bios, community events
- Care Fund (team members donate/apply for assistance)
- Core value luncheon
- Leading by culture luncheon
- Peer recognition
- Wellness ambassador
- Lunch n Learns
- Well being recognition & survey (work/life)
- St Jude
- Self funded assistance
- Town halls
- ERG (hustle) LGTBQ
- Peer to peer recognition (legacy check)
- Monthly courses – online – discuss company culture
- App – leadership can post & recognize
- Recognition – thank you, Happy Birthday, hats, pins, coupons – show the love
- Birthday & anniversary cards – out to eat
- Yes to the guest – above & beyond highlight the good news
- Health Fair
- Free gym
- Bright award – quarterly. Nominations sent in, winner receives check
- Shout out program – hashtag
- Culture survey
- Team member highlight
- Pin program (service)
- Leadership academy for GM's (culture)
- Inclusiveness events – celebrations (pride, black history, Asian pacific...education)
- Brand champ
- Work/life balance – half day Fridays

