



PNC ARENA EVENT STAFF “RECOGNITION AWARDS” PROGRAM

Purpose: To recognize Event Staff members who demonstrate exemplary behavior, quality workmanship, serve as positive role models and embody the PNC Arena’s core values – people, quality, ethics, community, respect, sustainability and growth. The four awards available are the S.T.A.R. (**S**pecial **T**hanks **A**nd **R**ecognition) Award, Leadership Award, Distinguished Honors Award, and Presidential Award.

Procedure:

Part I – Scope of Employee Recognition Awards

- a. Event Staff from each department will be recognized annually for awards.
 1. STAR Awards (all Event Staff are eligible) may be nominated by any staff member of the PNC Arena, customers, or organizations.
 2. Leadership Awards (only Supervisors are eligible) will be nominated and selected by Departmental Directors, Assistant Managers, and Departmental Leads.
 3. Distinguished Honors Awards will be selected by the Vice President of Guest Relations and Assistant General Manager.
 4. The Presidential Award will be selected by the Executive Vice President and General Manager of PNC Arena.
 5. The Family Award will be selected by the Executive Vice President and General Manager of PNC Arena.
- a. Awards will be presented to selected employees by the Executive Vice President and General Manager of PNC Arena, and the Vice President of Guest Relations and Assistant General Manager.
- b. Nomination forms must be completed and submitted to the Customer Care Coordinator by July 1st each year.
- c. Individuals nominating candidates for any of the Employee Recognition Awards must base their nomination on the following specific criteria for each award.

Nominations **MUST** provide at least one specific and detailed example of how the nominee performed one or more of the following actions:

1. Delivered excellent customer service to customers, visitors and other employees.
2. Helped other co-workers when it was not required by the employee’s job.
3. Found constructive and appropriate solutions to problems without blaming others.
4. Maintained a positive, professional attitude in a stressful situation.
5. Independently developed and implemented an innovative or improved process or system that was not specifically required by the employee’s job.
6. Demonstrated tact and diplomacy during a conflict.
7. Showed compassion for another individual.
8. Did not engage in negative language or behavior when others were.

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9. Produced a quality product or assignment that exceeded expectations.
10. Demonstrated consistency and fairness when dealing with issues involving two or more individuals.
11. Used positive and encouraging language when talking about others.
12. Worked outside of the employee’s normal work schedule without the expectation of compensation.

Include in the nomination form the date or time (i.e. month, season, etc.) in which the action occurred and indicate whether the incident was repeated.

Include the names of other individuals who may have observed the action, if possible.

Part II – Eligibility

- A. Nominations will only be accepted for staff members who have been employed beyond their initial 120 days probationary period.
- B. A staff member may win only one award per year and may not win the same award twice within a three year period.
- C. An employee cannot nominate himself or herself. Each nomination must include the completed nomination form.
- D. Additional signatures or letters of support may assist the committee in the decision-making process.

Part III – Recognition

- a. Staff selected for the Employee Recognition Awards Program will receive:
 - A. A certificate of recognition from the Executive Vice President and General Manager of PNC Arena, and the Vice President of Guest Relations and Assistant General Manager, with a copy in the employee’s personnel file.
 - B. An individual pin recognizing the award presented.
 - C. Recognition on the Video Board.
 - D. Acknowledgement of the award during an event in the year of the employee’s selection.

Part IV – Specific Criteria for Nominations

- a. STAR Awards (all staff eligible)
 - A. Employees who perform normally assigned responsibilities at an exceptional level.
 - B. Exhibits excellent customer service.
 - C. Demonstrates a positive and dedicated attitude.
 - D. Continually contributes to a respectful, diverse, and collaborative work environment.
 - E. Exemplifies excellence and integrity in workplace relationships, interactions, and decision making.
- b. Leadership Award (only Supervisors eligible)
 - A. Demonstrates ability to mentor, inspire, motivate and support others.
 - B. Displays sound judgment, integrity and exemplary problem-solving skills.
 - C. Fosters excellence in performance, methods, achievement and teamwork.
 - D. Encourages growth of others through professional and personal development.
 - E. Values individuals, and fosters respect for their backgrounds and cultures.

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- c. Distinguished Honors Award
 - A. Exhibits ingenuity and originality in the execution of job responsibilities.
 - B. Exemplifies vision, openness to change and responsiveness to emerging issues.
 - C. Demonstrates resourcefulness, creativity and effective problem solving.
 - D. Shares innovative ideas, suggestions and work procedures.
 - E. Contributes to processes that create and support an enterprising environment.
- d. Presidential Award
 - A. Must display **all** attributes listed above for the STAR Awards, Leadership Awards, and Distinguished Honors Awards.
- b. Family Award
 - A. Exhibit personality, job performance, and longevity that has enhanced the PNC Arena family atmosphere.
 - B. Exemplify good deeds that extend past the Arena and out into the community.
 - C. Cross all departmental boundaries to create a more whole unit throughout the organization.

