



WYNREVIEW STAFF INCENTIVE

Our goal is to make sure every one of our guests have an outstanding experience at our hotel. As you know our guests provide reviews online that millions of people can read when determining where to stay when coming to town. It is very important that our review scores lead the market so that more people will choose our hotel. Our goal is to score at least an average of 4 out of 5

Thus we are going to have a monthly incentive for our entire hotel staff as follows. For every 4 and 5 star review, I will put \$50 in a pot. For every 1, 2, or 3 star review, I will deduct \$50 from the pot. At the end of the month, I will divide the total equally between all employees that worked the entire month as we are all in this together. If we score as well as some of the best hotels for our brand, then each person would get over \$100!

Best Practices for Getting Good Reviews:

- Provide Excellent Customer Service, Well-Maintained and Clean Rooms
- Respond to guest issues promptly and to their satisfaction
- Ask those guests that enjoyed their stay to review our hotel (use Review card)
- Read all current reviews to endure that we do not repeat our mistakes

VERY IMPORTANT: Any employee placing any review for our hotel or for our competitors' hotels online will be grounds for immediate termination. This goes for social media as well. I run my hotel with integrity and require all of my employees to do the same.

This incentive plan will be ongoing until further notice by myself.

Thank you for your hard work, and I hope we can focus and improve our guest satisfaction.

---Sanjeev Singhal

X _____

To be signed by each employee and placed in their file.