

WHEN & HOW

You Should Reward Your
Employees for Good Inspections



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Introduction

2018 is almost over. Hopefully you're ending the year having gained new clients, hardworking cleaners, and valuable experience. With some extra money in your company's account, you're probably thinking about how you're going to invest and make your cleaning company get even better next year. This holiday season, don't forget to recognize your team's hard work the whole year through! What better way is there to invest in your company than to make sure your employees feel appreciated for jobs well done?

Unless you're a one-person show, you've probably been relying on your employees to help make your company as successful as it is. Recognizing your employees' work is not merely the nice thing to do, it's the smart thing to do. According to the Fortune Global 500 staffing company, [Adecco Group](#), rewarding employees provides them with three things:

1. A fair return for employees' work

2. The motivation to improve their work

3. A knowledge of the organization's behavioral values

Your one simple act of recognition can lead to three positive results! First, when you recognize your employees, they'll feel that you've given back their fair share of what they've helped to create. Think of this in terms of stock. Your employees are all akin to your company's shareholders. Shareholders want a dividend now and then to feel that their contribution to the company was appreciated and well-used. Employees similarly appreciate a fair return on investment, with their investment being the time and energy they've spent helping you to build your business.

Second, employees need motivation to do a good job. You cannot expect your employees to come to work each and every day and work at max capacity and effectivity without some sort of recognition. This can be explained by the concept of social loafing. Social loafing generally occurs in group settings, where each individual begins to contribute less and less because he or she thinks another member of the group will perform the task. The most unmotivated member of your staff is truly the weakest link. Even if a few of your employees are naturally hard workers, if they receive just as much recognition as an indifferent employee, they won't be motivated to continue to work hard. They may even drop their productivity level to match their less productive coworkers'. With the right motivation, you can keep your hard workers hardworking.

Third, rewards show employees which values are most important to your business. The values you reward are the values you'll get from your team, so you have to be careful. For example, if you reward speed but neglect to recognize quality, you'll soon have a team of speedy, low-quality cleaners. Make sure you understand which values you would like to promote at your business, and then reward employees that demonstrate them.

The cost of recognizing employees is low, but the benefits are extremely high. An article by [Cutting Edge](#) describes an employee recognition program created by the Walt Disney World Resort. This program resulted in a 15% increase in staff day-to-day satisfaction. The Walt Disney World Resort also found that the results correlated with high guest-satisfaction scores and a strong intent to return. The findings show that happier employees lead to happier guests who were more likely to return and produce higher profits for the company.

When and How to Recognize Your Employees

That's all well and good, but you're probably wondering when you should recognize your staff and how you should do it. [SVM Global](#) suggests rewarding your employees for different scenarios including:

1. Small, kind acts
2. Outstanding service
3. Going the extra mile
4. Continuous self-improvement
5. Working during off-hours
6. Thinking up a creative solution
7. Hitting or exceeding targets
8. Good attendance

Rewarding every single thing on this list every time is nearly impossible. However, you should strive to notice when employees are standing out and reward them. Maybe put it in your schedule if you forget. For example, on the 3rd Friday of every month, you can recognize three employees for achieving one of the scenarios above. While you do have to make a small commitment every month to recognize employees, the benefit of doing so makes the time spent worthwhile. Employees will appreciate the recognition and hold you, their boss, in higher esteem. Furthermore, they'll be motivated to continue their good work once they realize that you value it. Finally, you're less likely to worry about [employee turnover](#). Employees that are satisfied at work because they feel valued are less likely to leave your company for another job.

How to Spot a Good Employee

Spotting a cleaner that's practicing continuous self-improvement can be a difficult. Recognizing any improvement can be especially difficult if your cleaning company performs spot checks with a paper form and a clipboard. After all, how likely is it that you'll go through your stack of inspections to identify *one* employee's improvement? You probably have a million other things to manage and couldn't possibly spend that much time worrying about one employee. That's why we recommend using a [janitorial software](#) to perform your cleaning inspections.

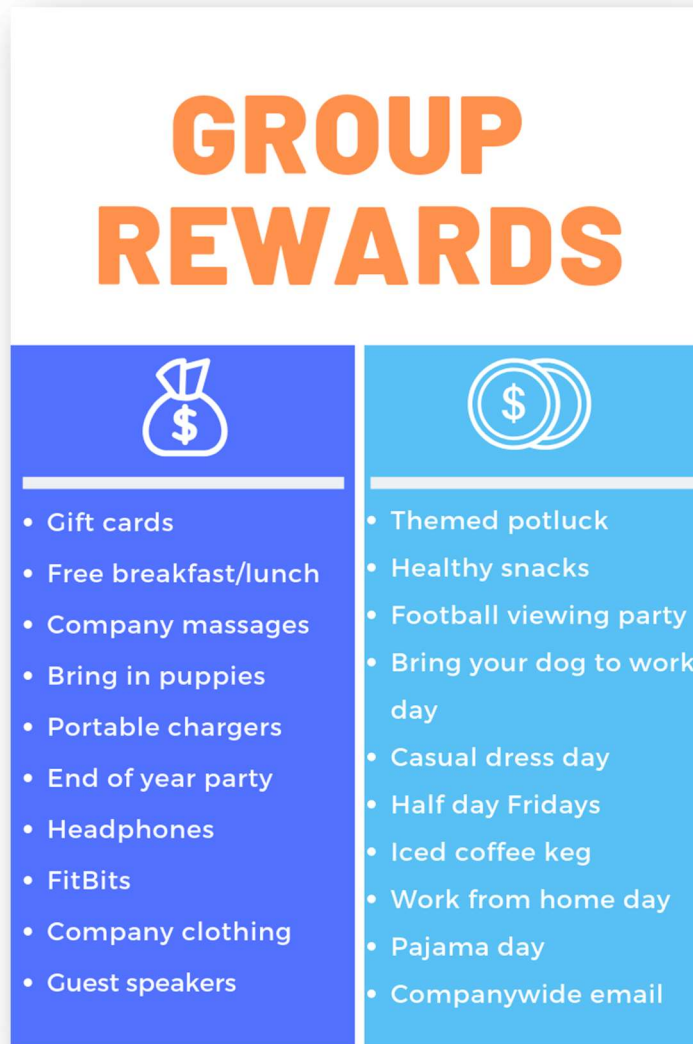
In Janitorial Manager, you can set up a model of the facility your company is responsible for cleaning. Whether you clean hospitals, schools, stadiums, banks, or offices, the software can accommodate it. Next, you can specify which cleaning tasks need to be completed on your checklist. For a large commercial cleaning company with multiple franchisees, you can specify tasks so that there's uniformity in the quality of your franchisees' work. The cleaning inspector can then exchange his or her clipboard for a mobile phone or a tablet to perform inspections. Has the task been performed up to your company's standards? If it has, grade the quality of the work on your checklist! You can even take a picture if you want! Janitorial Manager can be configured to reflect either ISSA standards (pass/fail) or APPA standards (sliding scale from 1-5) so that your cleaning audits comply to the industry you service, whether that be a university or a government building.

The real magic happens after the audit. You can quickly create a report card of the facility and send it to your clients or your cleaners. If one of your cleaners is consistently forgetting to empty out a few trash cans, you'll know, and you can take the time to intervene and ensure that your cleaners are properly trained. Even better, if one of your cleaners is improving each week, you'll be able to see it in the report card! For example, maybe last week the cleaner missed a few items and scored a level 3, but this week he or she worked hard and earned a level 1! You'll be able to see your employees'

improvement and reward them accordingly. This will motivate them to strive for a level 1 standard all the time.

Different Kinds of Rewards

Maybe you're able to give Christmas bonuses once a year, but you also realize you should be recognizing your employees more often. Employee rewards don't have to be expensive or fancy. Even the simplest of gestures can mean measures. There are also a ton of different ways to recognize your employees, whether on an individual level or a group level. Below we've put together some ideas for recognizing your hard-working employees:





Group rewards are used to celebrate the accomplishments of a group. When you reward the whole group, you're able to reward for qualities such as teamwork. Group rewards don't have to be expensive, and they do a lot to boost the morale of your whole organization. Individual rewards, on the other hand, are used to acknowledge the accomplishment of one person in your organization. This person may have demonstrated exceptional work or problem-solving abilities in a unique situation.

Conclusion

No matter the number of people in your employment, rewarding them for beneficial behaviors helps both you and them. First, when acknowledged for their work, employees will feel that they've received a fair return on their labor investment. Second, a reward will help motivate employees to continue good work. Lastly, rewards will reinforce the qualities you most want to see in your organization. As a result, you'll see more satisfied employees, better quality work, and less turnover.

Good work can sometimes be difficult to track. That's why janitorial software exists. With janitorial software you can perform inspections and create reports that will give you a clear idea of how well your employees are performing. Put a bow on a stellar work year by showing some well-deserved appreciation to your best employees.