

OCEAN HOTEL GROUP

MOUNTAIN: ATTRACTION & RETENTION OF TOP TALENT

BOULDERS AVG.	BOULDERS	ROCKS AVG.	ROCKS	PEBBLES	TEAMS	ROCK LEAD	BOULDER CHAMPION
50%	Welcome/On Boarding	25%	Awareness: Generating Positive Brand Awareness & Garnering Interest from Viable Job Candidates	Define the appropriate brand image and tone of voice (fun/venturing) Write a compelling boiler plate about Cape Careers Re-design job ad creatives Re-write job opening listings and descriptions Design a new Job Fair display and materials Improve the Website for optimal brand introduction	PJ Max Megan Steve Jim	PJ & Max	PJ
		25%	Acquisition: Capturing & Engaging with Viable Job Candidates	Audit and improve the application process (brand/ease) Edit automated and manual email communications to reflect brand image Define interview standards and set-up workshops (training) for managers Audit the candidate rejection letter to ensure optimal brand perception Standardize uniform allocation procedures	Megan PJ Steve Jim Max	Megan & PJ	
		50%	Invitation: Hiring & Courting Selected Candidates	Audit and enhance the offer letter template to be most compelling Improve job descriptions for accuracy, clarity and expectation setting Design a printable ticket with new hire's first-day info (date/time/parking) Develop a PASSPORT document and program for new hires (operations) Develop a binder for new management hires	Megan PJ Max Jim Steve	Megan	
		50%	Orientation: Welcoming New Hires	Define the entire orientation program (sessions/topics) Design new presentation materials: PowerPoint and Video Pre-schedule all orientation dates Invite a unique guest speaker (group leader) on each orientation date	Megan PJ Jordan Jim	Megan & PJ	
		100%	Integration	Formalize a "Big Welcome" program for departments to welcome new hires Formalize a process for group leader check-ins and follow-up over first 90 days Formalize a process for a new hire's department-level "go to" trainer/shadowee	Jordan Megan PJ	Jordan	
63%	Rewards/Recognition	50%	Thank you Thursdays	Weekly Highlighted Employee Weekly Inspirational Quote Surprise & Delight Every Last Thursday Follow Thru With Mgrs	Megan PJ Jordan Jim	Jackie	Jackie
		50%	Digital Employee Site	Digital Points for Rewards (revamp to Kens) Company Newsletter: What's New HR Forms, Uniform Link Welcome Portal: Intro, Exec Team Month/Quarter/Yearly Employee Team Building Activities	Jordan Megan PJ	Terri	
		75%	Monthly/Quarterly/Yearly Employee	Plaques + Placement Rewards Employee Party Criteria Measurements & Follow Thru	Megan PJ Jordan Jim	James	
		75%	Team Building	End of Season Party (per Dept) Community Service Events New Hire Welcome 90 Day Completion Recognition	Jordan Megan PJ PJ	Josh L.	
25%	Cross-Training/Succession Planning	25%	Develop & Cross Training Program	Job descriptions will be accurate and up to date for all positions. Clearly state the expectation that employees will SOP's will be up to date for all positions clearly listing responsibilities for that position and placed in a company Property manager(s) determine what positions should be cross trained within each department Develop training schedule timeline Department test administered to insure employee is properly trained in secondary position	Jordan Megan PJ	Megan	Suzanne
		25%	Training Tracking	Find computer program that can be accessible to all managers and provide necessary updated information List of employees, primary position, time at that position, other dept. cross-trained in, time at secondary position, Train managers how to update the master list Determine timeline for updating of list Assign manager to monitor master list and ensure its accuracy	PJ Jordan Jim Jim Jim	PJ & Max	
		25%	Cross Property Education	Assign property Ambassadors Develop tour/information sessions Timeline for property visits for all Employees Develop property quiz -post tour	Jordan Megan PJ PJ	Jordan	
		25%	Management Mentorship Program	Identify potential leaders Assign mentor manager to potential leaders Set goals for mentorship program that includes manager answerability for succession plan Determine training needed for successor with timeline Establish routine team building program for managers to form unity and sense of teamwork across departments	PJ Jordan Jim PJ Jordan	Jim	
63%	Culture/ Perception/ Customer Experience	75%	Scheduling	Develop after-hours Email Policy/Right to Disconnect Develop Scheduling Policies (limit Turn Around Shifts/ 5 Day work week) Develop language that encourages the use of vacation time Conversations w/Colleagues About effective time management and not staying late Effective scheduling: maximize your team members' available (40) hours to distribute workload across the entire	Cally Cally Cally Cally Cally	Cally	Cally
		75%	Cultural Ambassador	List of Potential Cultural Ambassadors From Each Property Review Standards in Handbook Interview Managers for Dept Standards (Employee & Guest Interaction) Timeline Roll Out of cultural ambassador program Job Description of Ambassadorship	Kent Kent Kent Kent	Kent	
		50%	Expanding Cape Resorts Employee Community	List of Community Service Opportunities Use of Cultural Ambassadors to Drive Internal Support System Bi-Monthly Employee Mixers / employee gatherings of property	Emily Emily Emily	Emily	
		50%	Employee Recognition	Revamp Wooden Nickel/Employee Reward Program Propose employee retreat that includes all staff levels, that is fun and reward based Overhaul Employee Party - more party, less awards ceremony Reboot Employee of the Month and company wide recognition of a job well done	Krystina Krystina Krystina Krystina	Krystina	

SAMPLE OF MOVING MOUNTAINS STRATEGIC PLANNING GUIDE

Used for Accountability and Execution to Assure You Get Aligned and Stay on Track with Your Goals



360 Snapshot Leadership Survey

Business Acumen

Stays current with the latest trends and advances in his/her industry or field.

- Very Poor
- Poor
- Fair
- Average
- Good
- Excellent
- Outstanding
- Other:

SAMPLE OF 12 SECTION SURVEY

Company specific questions used for executive coaching and leadership development

THEgardencenter GROUP THE 360° SNAPSHOT COACHES CORNER				
SURVEY CRITERIA	SELF	PEER	DATE	SUGGESTED NEXT STEPS
Business Acumen	5.00	6.00		
Decision Making	1.50	3.00		
Planning & Organization	7.00	2.00		
Integrity and Trust	3.50	2.00		
Innovation and Creativity	4.25	5.00		
Results Orientation	6.50	7.00		
Customer Focus	7.00	6.00		
Managing Change	3.00	2.00		
Communication	4.00	3.00		
Teamwork and Collaboration	3.75	3.00		
Leading Others	4.50	4.00		
Performance Management	2.50	2.00		
Overall Score	4.38	3.68		

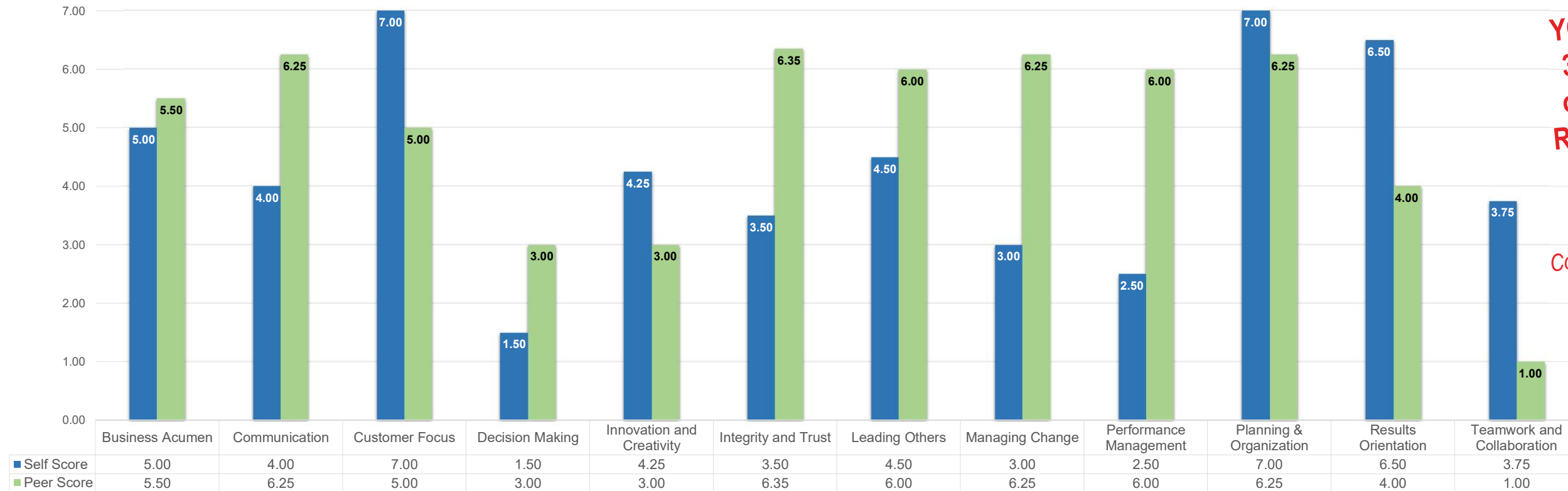
SAMPLE OF 360° SNAPSHOT SELF & PEER REVIEW

Used to develop your executive coaching and leadership next steps to leverage your strengths, improve your weaknesses and become a better leader

NAME:

SCORE:

DATE:



SAMPLE OF YOUR COMPANY 360 SNAPSHOT of SELF & PEER REVIEW RESULTS

Updated Quarterly for a Quick Picture and Comparison of Your Progress

SELF REVIEW: CURRENT	2019		2020	
	Survey 1	Survey 2	Survey 1	Survey 2
Business Acumen	5.00			
Decision Making	1.50			
Planning & Organization	7.00			
Integrity and Trust	3.50			
Innovation and Creativity	4.25			
Results Orientation	6.50			
Customer Focus	7.00			
Managing Change	3.00			
Communication	4.00			
Teamwork and Collaboration	3.75			
Leading Others	4.50			
Performance Management	2.50			
Overall Score	4.38			
Yearly Score	4.38			

PEER REVIEW: CURRENT	2019		2020	
	Survey 1	Survey 2	Survey 1	Survey 2
Business Acumen	6.00			
Decision Making	3.00			
Planning & Organization	2.00			
Integrity and Trust	2.00			
Innovation and Creativity	5.00			
Results Orientation	7.00			
Customer Focus	6.00			
Managing Change	2.00			
Communication	3.00			
Teamwork and Collaboration	3.00			
Leading Others	4.00			
Performance Management	2.00			
Overall Score	3.75			
Yearly Score	3.75			