



## Employee Appreciation Program (EAP)

An Employee Appreciation Program is a system through which the achievements and actions of employees are recognized within the organization. Recognition may come from both internal and external sources. This program is designed to encourage employees to stay motivated, boost morale, increase productivity, and improve retention by highlighting positive contributions. It also supports the City's commitment to raising standards in Customer Service, Integrity, Respect, and Helpfulness.

### VALUES:

- Customer Service
- Integrity
- Respect
- Helpfulness

### EXTERNAL SUBMISSION:

If an employee receives recognition from an external source—such as a resident or community member—they will be acknowledged promptly. Recognition may be submitted in the following ways:

- Email: [kudos@lagovistatexas.gov](mailto:kudos@lagovistatexas.gov)
- Scan the QR code
- Fill out a Kudos card and drop it in a Kudos Box (located in the City Hall Lobby, Library, Police Department Lobby, or the Golf Course Clubhouse entrance)

Externally recognized employees will receive a Kudos email and be acknowledged with a shout-out on the City's social media platforms.

### INTERNAL SUBMISSION:

Employees are encouraged to recognize their peers for outstanding work or acts of kindness. Recognition can be submitted through the following:

- Email: [kudos@lagovistatexas.gov](mailto:kudos@lagovistatexas.gov)
- Scan the QR code
- Fill out a Kudos card and drop it in a Kudos Box (located in the City Hall Lobby, Library, Police Department Lobby, or the Golf Course Clubhouse entrance)

Internally recognized employees will receive a Kudos email and be featured on the City's social media platforms with a public shout-out.

## **RECOGNITION:**

All submissions are reviewed monthly by the EAP Committee. The committee will select an individual who has gone above and beyond in demonstrating exceptional character, customer service, or effort outside their normal scope of work.

The selected employee will be named Employee of the Month and recognized in the following ways:

- Displayed on the Wall of Fame in the City Hall Lobby
- City-wide staff recognition email
- Featured post on the City website, social media outlets, and Monthly Newsletter
- Receives:
  - A certificate signed by the Mayor
  - A goodie bag
  - A custom email signature

## **REWARDS:**

- Small swag bag with gifts
- Certificate of achievement
- One day of Paid Time Off (PTO)

## **IMPLEMENTATION:**

To foster a culture of appreciation in the workplace, we encourage all staff and supervisors to:

- Give praise and recognition for quality work
- Acknowledge excellent customer service
- Offer compliments when good behavior is observed—timing is key
- Provide positive feedback to build morale and productivity
- Give recognition when actions align with our core values: Customer Service, Integrity, and Respect

## **EAP COMMITTEE:**

- Amanda – Marketing & Communications Coordinator
- Brandon – Police Officer
- Chad – Golf Course Maintenance
- Eric D – Procurement Manager
- Heather – Deputy Court Clerk
- Jennifer – Event Coordinator
- Jillian – Development Services Program Coordinator
- Karla – Public Works Administrator
- Sommer – Library Assistant
- Tiffany – HR Director (Liaison)