



## Topaz Awards

# Outstanding On-Site Team Award Criteria

*When shoppers are sent to nominated properties, the below will be the scoring criteria used. The shop will be 50% of the total score, and the questionnaire will also be 50%.*

### Observation

First Impression of the team	1	2	3	4	5
Uniform/Professional appearance	1	2	3	4	5
Interactions with each other	1	2	3	4	5

### Employee Retention

Describe your company awards/recognition program.	1	2	3	4	5
Describe your employee training program.	1	2	3	4	5
How does your team participate in resident activities?	1	2	3	4	5
What are your resident retention strategies?	1	2	3	4	5
What is your resident retention rate?	1	2	3	4	5
Do you recognize employee birthdays, how?	1	2	3	4	5

### Communication Procedures

How and where are your team meetings being held?	1	2	3	4	5
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What are your onsite communication methods?	1	2	3	4	5
Emergency procedures for the team and residents?	1	2	3	4	5
How are service requests handled and prioritized?	1	2	3	4	5
What are your follow-up procedures on work orders?	1	2	3	4	5
How does your team handle an upset resident?	1	2	3	4	5

### Proactive Budget Control Program

How is scheduling done for your preventative maintenance?	1	2	3	4	5
Inventory Controls	1	2	3	4	5
Other Team Efforts of Cost Control	1	2	3	4	5