



WISCONSIN STATE FAIR

“GLAD I COULD HELP!” EMPLOYEE PROGRAM

RULES & GUIDELINES



A. PURPOSE

Wisconsin State Fair Park (WSFP) places a tremendous value on its greatest asset, its people. WSFP strives to be the best Fair around and this is only possible through the hard work and dedication of a staff who truly enjoys working the Wisconsin State Fair. It is for this reason we choose to recognize staff who go above and beyond our [mission](#) and “Glad I Could Help!” Customer Service Pledge to exhibit a performance and behavior that exemplifies a Fair-tastic Employee!

B. EMPLOYEE ELIGIBILITY

- a. *All* employees and official volunteers (for purposes of this policy, hereafter referred to as “employees”) of WSFP with a valid Wisconsin State Fair ID Badge are eligible for participation in the program
- b. Employees may earn multiple *GLAD I COULD HELP!* nomination cards; there is no limit
- c. Employees may opt out of the program by informing nominating staff they do not wish a nomination card be submitted in their name
- d. Employees may not “transfer” their nomination to another employee

C. NOMINATING STAFF RESPONSIBILITY

- a. Only authorized Supervisors may submit cards to nominate employees
- b. Supervisors may delegate a subordinate supervisor or lead worker the ability to nominate employees
- c. Those authorized to nominate may nominate *any* WSFP employee from any department
- d. Those authorized to nominate will receive a supply of nomination forms based on department size

D. NOMINATION GUIDELINES

Employees are expected to perform their full scope of duties as assigned and we hope that all do so satisfactorily or more. We recognize there are plenty of instances where employees go above and beyond the call of duty to ensure a positive and exemplary fair experience for our patrons. We commend employees for doing so and showcasing our Fair as an example of superior customer service and devotion to its patrons.

Employees who are witnessed displaying exceptional customer service may receive an entry into the daily recognition program raffle and accompanying commendation from the nominating staff.

Nominating staff who witness instances of exceptional customer service may choose to nominate an employee for the *Glad I Could Help!* Employee Program using the processes outlined below.

E. NOMINATION PROCESS – for Nominating Staff

- a. To nominate an employee, nominating staff will complete a *GLAD I COULD HELP!* nomination card, commend the employee for doing an exceptional job and inform the employee they will be entered into the *Glad I Could Help!* Employee Program raffle
- b. Nominating staff will either:
 - i. submit nominating cards in person at the daily 4:00pm Fair meeting
 - ii. provide nominating cards to another staff member for the 4:00pm Fair meeting if unable to attend
 - iii. submit nominating cards to the *Glad I Could Help!* Employee Program box located in the Guest Services Pavilion by 3:30pm daily for pickup and use at the 4:00pm Fair meeting
- c. Nomination cards must be submitted daily to ensure all employees have a fair chance at a daily drawing

F. RECOGNITION PROGRAM PROCESS & AWARDS

- a. Daily drawings will be held at the 4:00pm Fair meeting
- b. Two (2) employees per day will be drawn as daily winners
- c. One (1) employee will be drawn on the final day as the Grand Prize winner
- d. Employees may win more than one *Glad I Could Help!* Employee Award, but *cannot* win twice in one day
- e. In addition, all nominated employees (including daily winners) will be eligible for the Grand Prize
- f. Winners will receive a recognition certificate, prize bag and inclusion in the daily *Moosletter* and website
- g. Winners will be notified by their supervisor on their next scheduled shift and receive their prize package

G. TIMEFRAME/SCHEDULE

- a. The *Glad I Could Help!* Employee Program is in effect annually during the Wisconsin State Fair event only
- b. Nomination cards may be submitted starting the Monday immediately preceding the first day of the Fair
- c. Daily Drawings will be held the first 10 days of the Fair with the Grand Prize drawing held on day 10; there will be no drawing on the final day of the Fair