

Indulge the Participants

The difference between a good incentive program and a great incentive program is the amenities... the extra attention to detail, consistent adherence to higher standards and, especially, conscientious participant care.

Whether first-timer or veteran, to be totally effective every incentive program participant needs to be comfortable and confident in all phases of the program. They need to fully understand the program intricacies and often need additional assurance, guidance and personal attention.

Before any program is launched, you should expect your incentive provider to provide professional support people to assure every participant quick and easy access – such as a toll-free hotline, fax number and e-mail address - for assistance with such program-related issues as rules interpretation - procedures clarification – Award Point allocations – reports and point redemption procedures – award ordering and tracking and, in cases of online programs, forgotten User IDs or Passwords.

Participants redeeming Points for travel awards also need knowledgeable assistance with destination information, travel documents and schedules.

Experience proves the better informed and confident incentive program participants are, the more enthusiastic, the more focused and the more productive they are. It takes a lot to consistently make that happen. It takes patience and an understanding of human behavior ... it takes determination to provide the highest level of service ... it takes professional incentive suppliers with dedicated, proactive customer service people.

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