1. Interviewers confirm in various studies that *recognition* is one the most valued aspects of their jobs.

2. Good performance that is recognized is performance that is *repeated*.

3. Many companies fear recognition programs will cost money, but what a formal program needs the most is the managers' and supervisors' *time*.

4. List some points in an interviewer's career where management can recognize the employee and his/her performance or milestone?

   when first hired   **after finishing training**

   at end of a project   **at first year anniversary**

   at five, ten, twenty years   **at annual review time**

   birthdays   **at graduation**

5. True or False: An important milestone to celebrate for an interviewer is the first survey completed.

   A: **True**

6. True or False: Briefings for new projects are not a good opportunity to recognize past or ongoing achievement of interviewers on staff.

   A: **False**

7. **What are some time-saving techniques a supervisor can use in pulling together an interviewer's review?**

   _____**keep notes in file on an ongoing basis**_____

   _____**delegate some of the record-gathering**_____

   _____**ask the interviewer for input on performance ahead of time**_____

8. **List some rewards that can be given at key anniversaries for interviewers?**

   ___**permanent booth**_____   _____**meeting/meal with senior mgt**

   ___**parking spots**_____   _____**choice of projects/shifts**_____

   ___**post on website/in newsletter**__   _____**plaques/pictures on wall**_____

   ___**gift certificates/gift catalogues**   _____**chance for training**_____

9. _**Spot**_ **incentives are not known in advance, are usually a surprise, and are tied to specific projects or performances.**

10. **Recognition also involves __*communication*__ and __*dialogue*__ with interviewers to help them feel important and a part of the process/project.**

11. **An important recognition theme is that interviewers are __*#1*__ in the organization.**

12. **True or False: Another effective recognition element is to have different levels of interviewers and a clear career path for them to advance their skills and knowledge.**

    A: True