

## **Recognize User Guide**



# Welcome to Recognize



## About Recognize

Appreciate, congratulate, and celebrate your peers!

Recognize is a Crew member engagement platform that allows you to send and receive Recognition Badges and earn Rewards for exhibiting company values and creating a positive work culture.



# Invitation Email



## Join Recognize Now!

You will receive an email from RESPECT Recognition and Rewards with the email address [donotreply@recognizeapp.com](mailto:donotreply@recognizeapp.com).

Click the provided link to sign in and activate your account!

*\*Sample Email*

Hello,

The Hornblower Group is excited to provide you with a special invitation to log into the improved Recognize App before it goes live on July 31st. Recognize is our recognition platform where you can provide 'on the spot' recognition to your fellow crew members. It is also a platform where you can review points-based recognition received from members of the leadership team. These points can be redeemed for various gift cards or local rewards *(if applicable)*.

If you have accessed Recognize before, we invite you to log into the platform through Okta starting today. Once you are logged in, you can view your previous points balance, past recognitions and explore the platform in "view only mode". On July 31st, when the platform fully relaunches, you will be able to send recognitions to your fellow Crew Members and redeem your points.

If you are having difficulty remembering your OKTA password, please reach out to [gurus@hornblower.com](mailto:gurus@hornblower.com)

For any other questions, please reach out to [recognize@hornblower.com](mailto:recognize@hornblower.com)

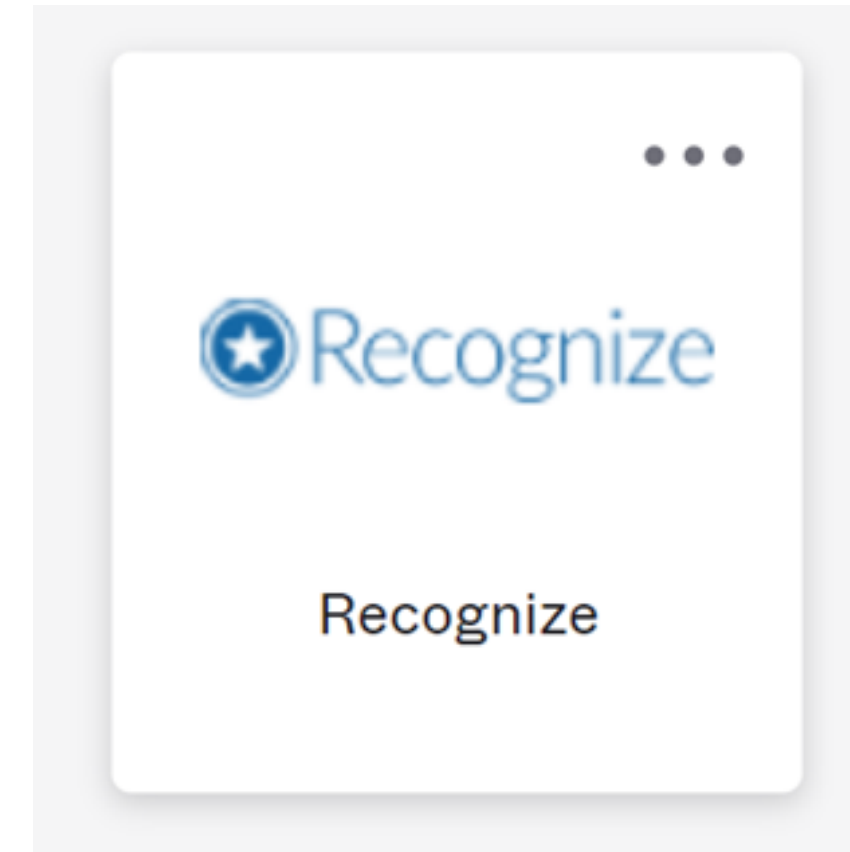
If you have never accessed Recognize before, simply get started by clicking here:

[https://recognizeapp.com/password\\_resets/66jM5Qp5ld355ZQRNqvh/edit](https://recognizeapp.com/password_resets/66jM5Qp5ld355ZQRNqvh/edit)

# Logging In (Desktop)

The Recognize platform can be accessed from your desktop or mobile phone.

To access from your desktop, login to your [Okta dashboard](#) and click on the Recognize App widget to be automatically logged in.



# Logging In (Mobile Phone)

To log in to Recognize from your mobile device, first download the Recognize App from the Apple Store or Google Play.

- After downloading the app, enter your primary UKG email to sign into the app, then select "Next."
- If you have access to Okta, select "SSO," and Recognize will detect your account and will send you to the correct login page through Okta, where you will enter your Okta username and password to complete the login process.
- If you do not have access to Okta, you will login directly through the Recognize app.
- Click the "forgot password" link at the bottom if you do not know your password. A password reset email will be sent to your primary UKG email address.
- Once reset, log in and begin recognizing your fellow crew members for creating amazing experiences!
- When using the mobile app, use the top-left menu bar to access all additional features.

Videos Help

Recognize

RESPECT  
by Hornblower

SSO Microsoft Yammer Slack

Sign in with your Recognize account

Login  
eric.reid@hornblower.com

Single Sign On (SSO) users, enter your email above.

Password  
Password

Go

Forgot Password

All Recognitions Teams

Joe Asebedo  
Teamwork

Our GM, Joe Asebedo, drove one state over to pick up his delivery crew from the shipyard. This effort after hours, shows teamwork and appreciation of his crew.

Scott Stonebraker 3 months ago

+3

Comment Post

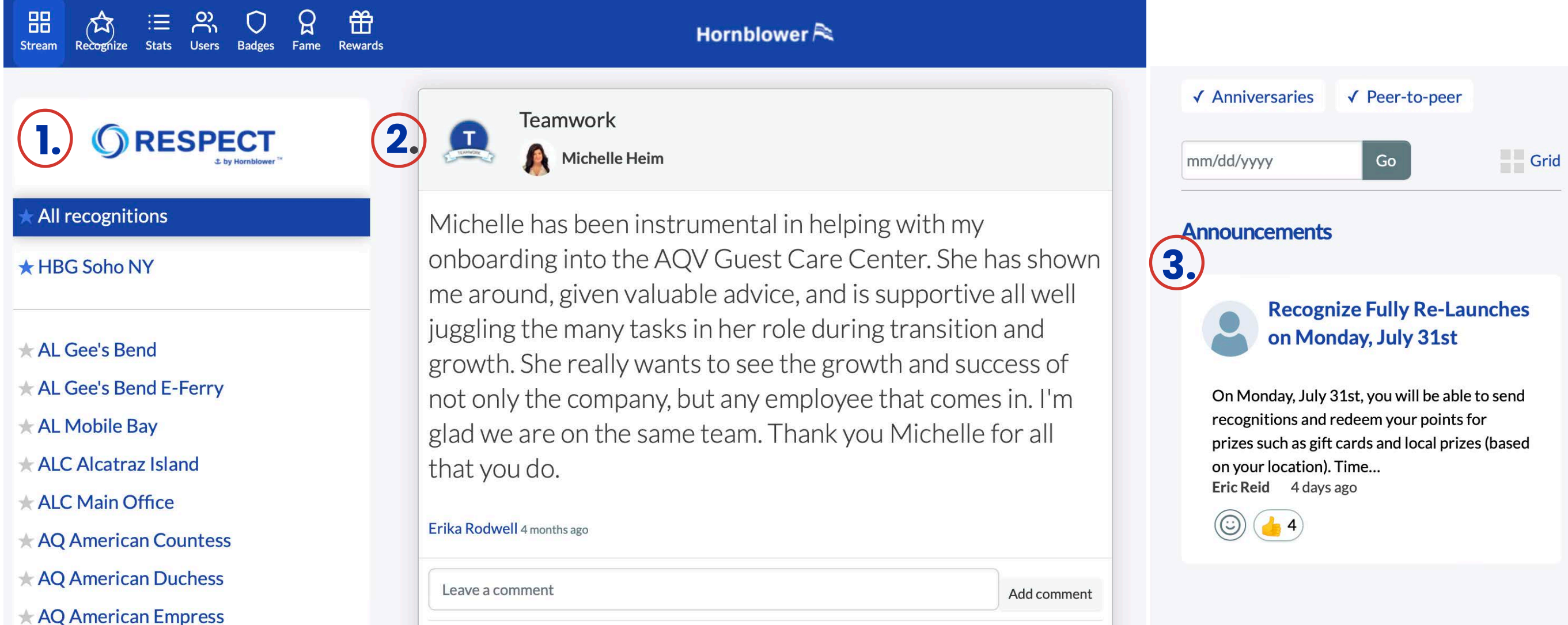
Frank Rawley  
Michael Valenta  
Mike Swift  
Professionalism

The deliver crew of Pelican Perch showed amazing professionalism when they helped deliver the boat

Recognitions Anniversaries

# Stream Page

1. Filter the Recognitions you see by team.
2. Recognitions as well as non-private birthdays and anniversaries will show up on the **Stream Page**.
3. Company announcements can be seen here.



The screenshot displays the Hornblower Stream Page interface. At the top, a navigation bar includes icons for Stream, Recognize, Stats, Users, Badges, Fame, and Rewards, along with the Hornblower logo. The main content area is divided into three sections:

- Filters (1):** A sidebar on the left lists various teams and locations, including RESPECT, HBG Soho NY, AL Gee's Bend, AL Gee's Bend E-Ferry, AL Mobile Bay, ALC Alcatraz Island, ALC Main Office, AQ American Countess, AQ American Duchess, and AQ American Empress.
- Recognition Post (2):** A post titled "Teamwork" by Michelle Heim, featuring a "T" badge. The text reads: "Michelle has been instrumental in helping with my onboarding into the AQV Guest Care Center. She has shown me around, given valuable advice, and is supportive all well juggling the many tasks in her role during transition and growth. She really wants to see the growth and success of not only the company, but any employee that comes in. I'm glad we are on the same team. Thank you Michelle for all that you do." The post is attributed to Erika Rodwell, 4 months ago, and includes a comment input field and an "Add comment" button.
- Announcements (3):** A section titled "Announcements" featuring a post: "Recognize Fully Re-Launches on Monday, July 31st". The text states: "On Monday, July 31st, you will be able to send recognitions and redeem your points for prizes such as gift cards and local prizes (based on your location). Time..." and is attributed to Eric Reid, 4 days ago. It includes a smiley face icon and a thumbs-up icon with the number 4.

# Send a Recognition

1. Choose a Badge that represents the behavior you want to Recognize.
2. Type in the name or email of the Crew member(s) you want to Recognize.
3. Type in a message for the recognition.
4. Add tags such as "You are Appreciated" or "Thank You."
5. Select 'Private' if you do not want your recognition displayed on the Stream Page (admins are still able to see private recognitions).
6. Click 'Recognize' to send the recognition.

The screenshot shows the 'Recognize' interface in the Hornblower application. The interface is titled 'Hornblower' and includes a navigation bar with icons for Stream, Recognize, Stats, Users, Badges, Fame, and Rewards. The user profile 'Eric Reid' with '10414pts' and a 'Menu' icon is visible in the top right.

The main content area is titled 'Choose a badge' and features a large grey plus sign icon. Below this, there are several input fields and sections:

- 1.** A red circle highlights the 'Choose a badge' section.
- 2.** A red circle highlights the 'Who do you want to recognize?' section, which includes a text input field with the placeholder 'Enter an email or a name, and select the recipient' and a 'Recipients' section stating 'No recipients have been added.'
- 3.** A red circle highlights the 'Message' section, which includes a text input field with the placeholder 'What specifically did they do and what was the impact?'
- 4.** A red circle highlights the 'Tags (optional)' section, which includes a text input field with the placeholder 'Tags'.
- 5.** A red circle highlights the 'Private?' checkbox, which is currently unchecked.
- 6.** A red circle highlights the 'Recognize' button at the bottom right of the form.

On the right side of the interface, there is a 'Tips' section with the text 'Be specific, genuine, concise, personal, and timely. Learn more ↓' and a 'See examples of' button.

# Stats

1. The 'You' column displays points earned, focused on where you rank among all other users.

2. The 'Team' column displays points earned by your team.

3. The 'Top Users' column displays the top 20 individual point earners at Hornblower Group.

The screenshot shows the Hornblower Stats dashboard. The top navigation bar includes icons for Stream, Recognize, Stats, Users, Badges, Fame, and Rewards. The user profile for Eric Reid is shown in the top right corner. The dashboard is divided into three main sections: 'You', 'Teams', and 'Top users'. Each section is highlighted with a red circle and a number. The 'You' section shows a list of users with their names and points. The 'Teams' section shows a list of teams with their names and points. The 'Top users' section shows a list of the top 20 individual point earners with their names and points.

1. You	2. Teams	3. Top users
512. Jeffrey James 490	1. HCE Washington 352873	1. Montez Green 12989
512. Alicia Battaglieri 490	2. HCE New York 221014	2. Marcus Dutton 10577
512. Lisa Saffo-Najmi 490	3. HB San Diego 156338	3. Theresa Muschetta 9990
513. Eric Long 486	4. HBG Corporate 134500	4. Alex Soultanis 9697
513. Amanda Hickey 486	5. ALC Main Office 121401	5. Sara Bacon 9260
514. Eric Reid 485	6. HB Newport Beach 114779	6. Wanda Muschetta-Quander 8713
514. Jose Perez 485	7. HBG Call Center 111671	7. Bob Roos 8645
514. Kevin O'brien 485	8. HCE Chicago 105841	8. Nita Nguyen 8561
514. Ashley Alvarez 485	9. AQ American Countess 101999	9. Monique Kennedy 8243
514. Abby Markowski 485	10. AQ American Queen 98546	10. Daryl Floyd 8220
514. Byron Wiswell 485	11. CWF Brooklyn Navy Yard 91474	11. Taylor Humphrey 7897
	12. HB San Francisco 91307	12. Ari White 7767



# User Directory

1. The **User Directory** lists all active users within Hornblower Group.
2. Search for a user by name, department, country or team.
3. Click the down arrow to see a user's direct reports.
4. Select 'show' in the Badges column to see the user's profile page where received and sent Badges are displayed.

The screenshot shows the Hornblower User Directory interface. At the top is a navigation bar with icons for Stream, Recognize, Stats, Users, Badges, Fame, and Rewards, along with the Hornblower logo and a user profile icon. Below the navigation bar is the title "User Directory". A search bar is located at the top right, with a search icon and a search input field. A dropdown menu shows "Show 25 entries". The main content is a table with columns: NAME, DEPARTMENT, COUNTRY, TEAMS, BADGES, and DIRECT REPORTS. The table lists three users: Adrian Silvestre, Adrian Alonso, and Adrian David. The "BADGES" column has a "Show" link for each user, and the "DIRECT REPORTS" column has a "Show" link for Adrian Silvestre (with a count of 206) and "None" for the others. Red circles with numbers 1 through 4 highlight specific elements: 1. The "Users" icon in the navigation bar; 2. The search bar; 3. The down arrow in the "DIRECT REPORTS" column for Adrian Silvestre; 4. The "Show" link in the "BADGES" column for Adrian David.

NAME	DEPARTMENT	COUNTRY	TEAMS	BADGES	DIRECT REPORTS
Adrian Silvestre	F&B-Front of House HCE	USA	HCE New York, NY	Show	Show (206)
Adrian Alonso	F&B-Front of House HCE	USA	HCE New York, NY	Show	None
Adrian David	Warehouse SC	USA	SC Liberty State Park NJ	Show	None

# Badges

1. View 'Recognition Badges' with details such as point values, who can send the badge, and sending limits, if applicable.

The screenshot shows a web application interface for 'RESPECT Recognition & Rewards badges'. The top navigation bar includes icons for Stream, Recognize, Stats, Users, Badges, Fame, and Rewards, along with the user name 'Eric Reid' and a 'Badges: 1095 Apps' indicator. The main content area features a 'Recognitions' button and a small badge icon. Below this, a detailed view of the 'Respect Badge' is shown, including its description, operating principle, and specific behavioral expectations.

**Respect Badge**

Operating Principle #1 - Foster Diversity and Inclusion  
Crew member demonstrates:

- Treating others with kindness; handling challenging situations in a calm manner
- Listening to others - understanding that their viewpoint is not the only one; appreciating what others bring to the table
- Treating others as a valued member of the team; encourage idea sharing, suggestions
- Avoiding gossip - stopping it in its track - not allowing it to continue in the workplace
- Being responsible for their own actions - practicing self-respect

Points	Sendable by	Type
0-500	CREW	Recognition (By Approval)

# Hall of Fame

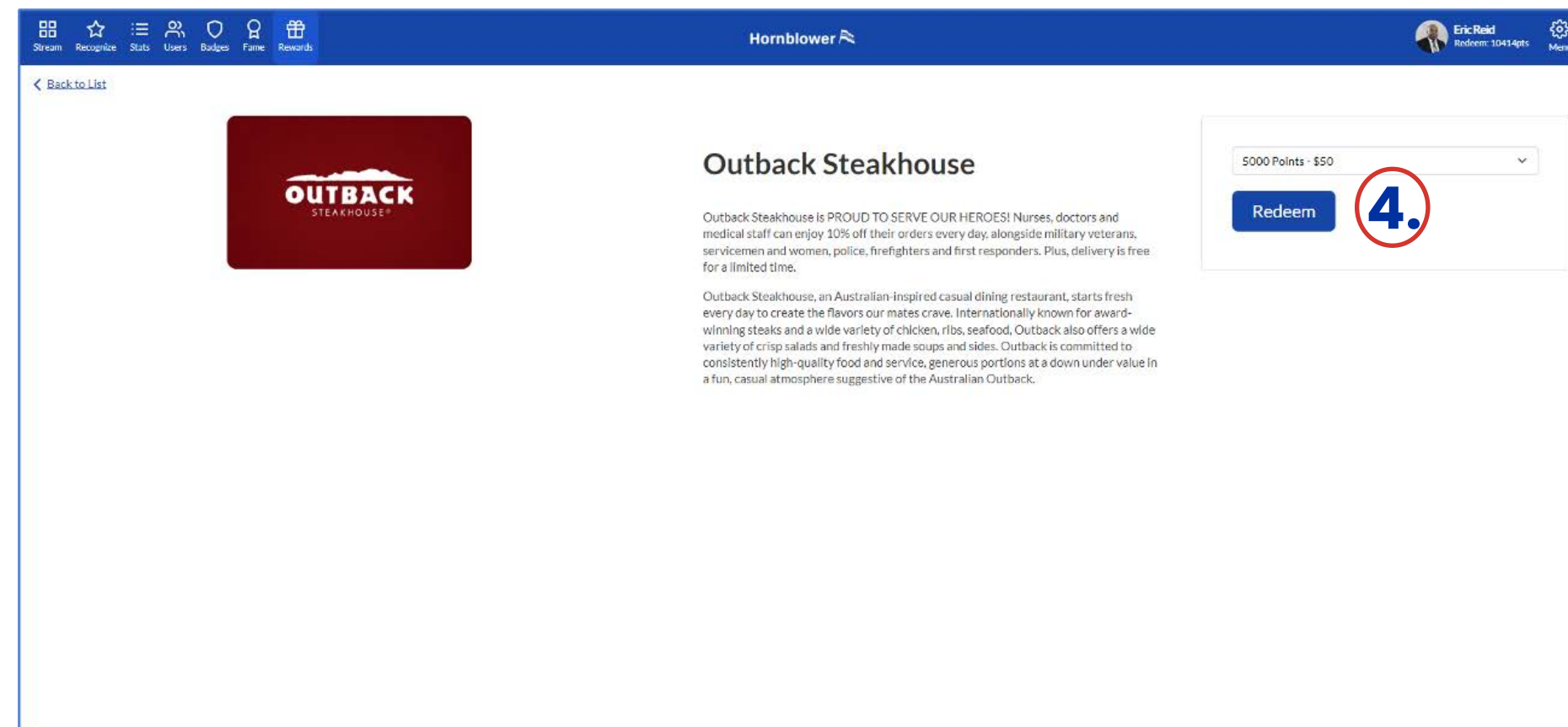
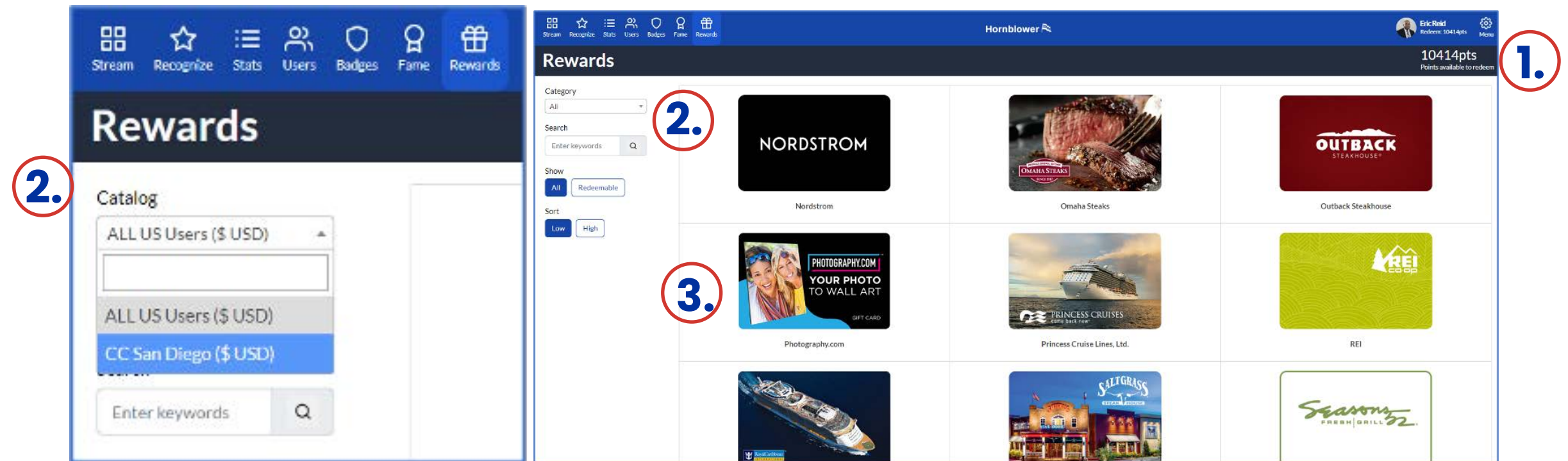
1. View top overall Badge earners across time periods (year, quarter, month, week).
2. View top Badge earners for each Badge and time period. You can filter results by time period (year, quarter, month, week).

The screenshot displays the 'Hall of Fame' interface for Hornblower. The top navigation bar includes icons for Stream, Recognize, Stats, Users, Badges, Fame, and Rewards. The main content area is titled 'Hall of Fame' and includes a descriptive text: 'This shows the top employees across each badge and time period. The information on the right is overall winners across time periods (year, quarter, month, week)'. Below this, there are three filter dropdowns: 'By year' (set to 'Year 2022'), 'Group by badge' (set to 'Respect'), and 'All company'. The interface shows two badge categories: 'Respect' and 'Environment'. For the 'Respect' badge, the top earners for Year 2022 are Yinaliz Rosa Camacho, Enrique Gonzalez Romero, and Ashlyn DeMilla. For the 'Environment' badge, the top earners for Year 2022 are Allison Guerrero Perez, Lilly Cruz Soto, and Yinaliz Rosa Camacho. The top earners for Year 2021 for the 'Environment' badge are Ashlyn DeMilla, Alex Soultanis, Laura Howes Noonan, Colin Greeley, Laura Lilly, and Sydney Cicero.

Badge	Year	Top Earner
Respect	Year 2022	Yinaliz Rosa Camacho
	Year 2022	Enrique Gonzalez Romero
	Year 2021	Ashlyn DeMilla
Environment	Year 2022	Allison Guerrero Perez
		Lilly Cruz Soto
		Yinaliz Rosa Camacho
	Year 2021	Ashlyn DeMilla
		Alex Soultanis
		Laura Howes Noonan
		Colin Greeley
		Laura Lilly
		Sydney Cicero

# Rewards

1. See your redeemable point balance in the top right corner.
2. Filter by reward category or search for a specific reward. Crew members with access to local rewards can use the 'Catalog' dropdown to find their local rewards.
3. Choose from a selection of Rewards for which you can redeem your points.
4. Select desired variant and click 'Redeem'. You will receive an email confirmation and you can view your redemption details from your profile page.



**Please note:** An indication of "unavailable" on the top-left side of a gift card generally means you require more points to redeem that particular card.

# User Profile

1. Click your name on the top right of the tool bar to access your profile.
2. See all Recognition Badges you have received and sent from newest to oldest.
3. View Top Badges you have received.
4. View total Recognitions you have received and sent.
5. Click 'Edit' to review your personal profile information.

Stream Recognize Stats Users Badges Fame Rewards

Hornblower

Eric Reid  
Redem: 10414pts

1.

Top badges

Eric Reid has not received any recognitions yet.

3.

Eric Reid  
Sr Director of Learning and Development

2 years  
Start Date March 15, 2021

1  
Direct reports

1  
HBG Corporate

5. Edit Profile

Recognitions Redemptions Points Direct reports

2. Received Sent

Teamwork

Eric Reid Alfredo Ramirez

Big Thanks to the L&D team for all your support and effort to build the CCUS Restaurant Training program in HBU. This will be a great asset to our training program this year! We really appreciate all you do behind the scenes...

4. Recognitions

25  
Received

2  
Sent

# Viewing Reward Redemptions

1. Select 'Redemptions' on your Profile page to see a history of your Reward redemptions.
2. See the status of your redemption and select 'view details' for instructions on how to claim your Reward.
3. View your total redemptions and approved redemptions.

The screenshot shows the Hornblower profile page for Eric Reid. The navigation bar includes Stream, Recognize, Stats, Users, Badges, Fame, and Rewards. The profile header features a circular profile picture of Eric Reid, his name, and his title: Sr Director of Learning and Development. Below the header, there are statistics: 2 years (Start Date March 15, 2021), 1 Direct reports, and 1 HBG Corporate. A 'Redemptions' tab is highlighted, and a table below it shows a single redemption record. A 'Top badges' section on the right indicates that Eric Reid has not received any recognitions yet. A 'Redemptions' summary box on the right shows a total of 2 redemptions.

DATE	REWARD	STATUS	CONTACT
July 4, 2023 10:54AM	San Diego City Cruises Dining Experience of Your Choice for 2	Approved View details	Kelly DiLapo - kelly.dilapo@hornblower.com

# Viewing Your Points

1. Select 'Points' on your Profile page to see a history of points received and points redeemed.
2. Filter results by month, quarter, year, or a customized timeframe.
3. Filter by redeemable and non-redeemable points or export your search results. All points earned are redeemable. Points only become non-redeemable if system abuse occurs.
4. Total lifetime points and total interval points (points earned during the specified time).

The screenshot displays the Hornblower profile page for Eric Reid, Sr Director of Learning and Development. The 'Points' section is active, showing a history of points received and redeemed. The page includes a navigation bar with icons for Stream, Recognize, Stats, Users, Badges, Fame, and Rewards. The profile header shows Eric Reid's name and title. The main content area has filters for timeframes (Month, Quarter, Year, Custom) and a dropdown menu for filters (All). A table shows the following activity:

DATE	ACTIVITY	AMOUNT	DESCRIPTION	IS REDEEMABLE
May 17, 2021 9:00AM	Received recognition	100	f36d93d	Yes

The sidebar on the right shows the following summary statistics:

- Points: 10,414
- Total points: 10,414
- 2023 Points: 485
- Interval points: 10,414
- Redeemable points: 10,414

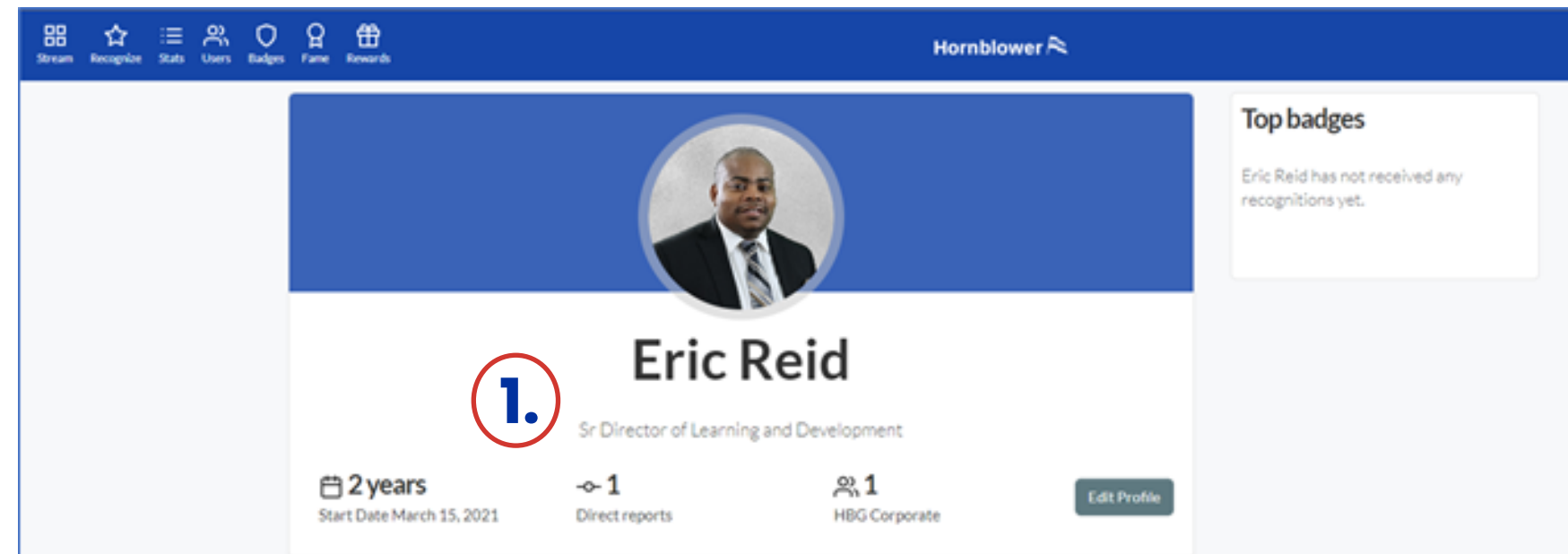
# Editing Your Profile

1. If changes need to be made to your personal profile, please reach out to your local HR team to make the change in UKG. Your Recognize profile will automatically update to reflect any changes.

2. If you wish to receive your birthday or anniversary Recognitions privately, check the boxes below those attributes.

3. Manage your email notification preferences.

\*Be sure to save your changes in the top left corner!



This screenshot shows the 'Edit Profile' form. The form is divided into several sections: 'Personal Information' (First Name: Eric, Last Name: Reid, Display Name, Email: eric.reid@hornblower.com), 'Avatar' (Upload an avatar with a 'Choose File' button), 'Timezone' (Use Company Timezone Eastern Time (US & Canada)), 'Original Password' (with a 'show' toggle), 'Password', 'Job Title' (Sr Director of Learning and Development), 'Phone', 'Date work started at RESPECT Recognition & Rewards for years of service recognition' (2021, March, 15), 'Receive service anniversary recognitions privately' (checked), 'Birthday' (May, 17), 'Receive birthday recognitions privately' (checked), and 'Language'. A red circle with the number '2.' is placed over the 'Receive service anniversary recognitions privately' and 'Receive birthday recognitions privately' checkboxes. On the right side, there is a 'Teams Directory' button and a 'Notifications' section with a red circle and the number '3.' next to it. The 'Notifications' section includes several notification preferences, such as 'New recognition notification', 'New comment notification', 'Recognition mention notification', 'Comment mention notification', 'Announcement mention notification', 'Redemption auto approval notification', 'Redemption reminder notification', 'Manager summary sent to admins', 'Direct report peer recognition notification', 'Direct report anniversary notification', 'Direct report birthday notification', 'Direct report recognition reminder email notification', and 'Direct report recognition reminder SMS notification'.



# Available Badges and Point Values\*

\*Badges and Point Values are subject to change without notice\*

# Available Badges and Point Values

## **Badge Types with Point Values**

*RESPECT Badges*

*Milestone and Birthday Badges*

*Creating Amazing Experiences Badge*

*Amazing Stories*

## **Badge Types with Non-Point Values (Simply Amazing Badges)**

*High Five Badge*

*Fast Starter*

*Caring Heart*

*Simply Amazing*

# Available Badges and Point Values

## ***RESPECT Badges***

Crew members can recognize each other using the RESPECT badges. There are seven (7) badges in total, each representing one of the company values (Respect, Environment, Safety #1, Professionalism, Exceed, Communication, Teamwork).

The RESPECT badges should be reserved for when a Crew member goes above and beyond while demonstrating the value. The submitted recognition should include **specific details** on how the Crew member demonstrated the value to be considered for approval.

These badges have a point value up to 500 points.

RESPECT badges require approval from port/location's Recognize Admin.



# Available Badges and Point Values

## ***Milestone and Birthday Badges***

Crew members will receive badges when joining the company, on every yearly work anniversary, and on birthdays.

Point values for these badges vary.

These badges are distributed automatically.



# Available Badges and Point Values

## ***Creating Amazing Experiences Badge***

Crew members who have recently had their names mentioned in guest feedback can be awarded the 'Creating Amazing Experiences' badge.

These badges have a point value of 200 points.



# Available Badges and Point Values

## *Amazing Stories*

Amazing Stories highlight individuals who have gone above and beyond in demonstrating our RESPECT Values and Operating Principles. Nominations for Amazing Stories can be submitted by any Crew member through the Recognize App by selecting the Amazing Story Nomination Badge.

All nominations must be approved by a Recognize admin.

**Crew members who are nominated** for an Amazing Story will receive 750 points.

**Amazing Story winners** will receive 2500 points.



# Available Badges and Point Values

## ***Simply Amazing Recognition Badges***

Crew members can recognize each other using the Simply Amazing Recognition badges.

These badges are used for general recognitions that do not go above and beyond but promote a culture of peer-to-peer recognition. There are no point values associated with these badges.

No approval is required.

# Available Badges and Point Values

## *Simply Amazing Recognition Badges*

### **High Five Badge**

Recognize Crew members who lent a hand to get a task done.



### **Fast Starter**

Recognize a new Crew member who is really picking up the key elements of their new role.





# Available Badges and Point Values

## *Simply Amazing Recognition Badges*

### **Caring Heart Badge**

Recognize a crew member who demonstrates every day care and support for their colleagues

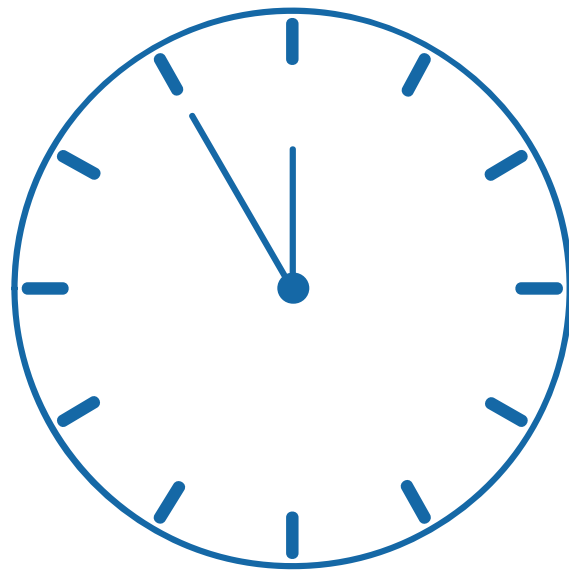


### **Simply Amazing Badge**

Recognize a crew member who is always positive, great to work with, and always creates a positive work environment



# Elements of Meaningful Recognition



## **Timely**

Now, not later

In order to remain relevant, recognition should be timely.



## **Specific**

What & why

List what the action was, and why it was impactful.



## **Genuine**

Sincerely authentic

Recognition should be heartfelt and customized to make it memorable.

# Recognize Contacts



**Support:** [support@recognizeapp.com](mailto:support@recognizeapp.com)  
Contact for: Technical issues with the application

**OKTA Password Resets:** [gurus@hornblower.com](mailto:gurus@hornblower.com)  
Contact for: Login issues

**General Inquiries:** [recognize@hornblower.com](mailto:recognize@hornblower.com)