



STANDARDS TRAINING AND RECOGNITION PROGRAM

STAR PROGRAM

At Oki Golf, guest experience is important. As our company grows, it becomes more and more important to ensure that our guests receive the same exceptional experience at each and every one of our properties.

To reach that goal, we have created a set of Universal Standards for the entire company. Through the Oki Golf Standards, Training, and Recognition (STAR) program, you will be introduced to, trained, rewarded and recognized for your usage and demonstration of your adherence to these Universal Standards.

At the backbone of the Standards Training and Recognition Program is the Oki Golf purpose statement for the STAR program, summarized as a “guest first” focus. This statement reminds us why we are all in the business: for the enjoyment of our guests!

We want you to be excited about serving the more than half-million people that step foot on an Oki Property during the year, and trust that you have as much fun working at Oki Golf as our guests have enjoying our products.

RECOGNITION

The STAR Program will provide rewards to employees who consistently and accurately live out the GUESTS FIRST focus and put our standards in practice.

- Your department heads will be given “STAR cards” to distribute to employees demonstrating our Universal Standards while on the job.
- Every two weeks, these cards will be collected and a drawing will be held at each property.
- If your card is drawn, you can choose from one of three STAR Rewards...

STAR REWARDS

- FREE LUNCHES FOR ONE WEEK
- ONE FOURSOME OF GOLF AT YOUR PROPERTY
- \$25 OKI GOLF GIFT CARD



STAR RECOGNITION CARD	
EMPLOYEE NAME:	_____
DEPARTMENT:	_____
UNIVERSAL STANDARD OBSERVED:	_____
DATE:	_____
OBSERVED BY:	_____