**Customer Service Bonus Incentive Plan**

**Purpose**

In support of the company's stated mission to provide superior customer service, [Company Name] is pleased to offer a customer service bonus incentive program. The purpose of the incentive program is to:

* Demonstrate the company's commitment to its mission.
* Foster the development of a pay-for-performance culture.
* Recognize and reward employees for exemplary service to the company and its customers.

The incentive program is based on the concept that incentives are another way to reward and recognize employees for providing superior customer service. We value achieving customer service performance objectives and recognize the significant role the employee plays in their accomplishment.

**Eligibility**Incentive pay in the form of cash or prizes will be provided to employee(s) going above and beyond the call of duty to provide superior customer service.

Below are the eligibility criteria for incentive pay:

* The employee must be a current, active employee at the time payment is made.
* An employee with a position that receives a base pay adjustment during the year is still eligible for this incentive pay program.
* No employee who is eligible for any other company incentive program may participate.
* An employee who is on suspension, has received a written employee performance notice during the quarter or is not meeting the fully successful performance level on the employee’s most recent performance evaluation is not eligible.

**Procedures**

To obtain incentive pay, an employee’s direct supervisor must complete an incentive program application form. The respective department head, the human resource manager and company president must also approve the form. The president’s decision is final.

Successful applications will demonstrate one or more of the following:

* Positive impact on customer satisfaction.
* Substantial improvement to an existing process.
* Measurable increase in revenues.
* Measurable reduction in expenses.

The amount and form of incentive pay will be determined by management on a case-by-case basis. The amount of the incentive bonus may range from [$\_\_\_] to [$\_\_\_] per employee award.

Incentive awards will be subject to taxation in accordance with federal and state regulations.

This incentive program may be modified or terminated at any time. Incentive pay is awarded entirely at the discretion of management, and the incentive program is not intended to be a binding contract between employees and the company. Questions about the incentive program should be directed to the employee’s supervisor or to human resources.