

HOW FOND HELPED BOOST MORALE AT LGS



Company Info:

LGS Recreation offers recreation programs, supplemental education programs and child care services for Los Gatos and the surrounding areas.

Industry: Education & Recreation

Employees: 38

Location: Los Gatos, CA

Website: lgsrecreation.org

“Fond allows our employees to save money on their favorite brands and also at the same time be recognized by their supervisors for a job well done. It’s great to have both the perks and recognition products together on one platform.””

—Marcus Quintell, Human Resources Generalist at LGS Recreation

CHALLENGE

After receiving feedback from employees, Los Gatos-Saratoga (LGS) Community Education and Recreation’s HR Generalist Marcus Quintell realized he needed to improve morale at the company. Supervisors would occasionally buy gift cards to reward employees, but the company wasn’t able to efficiently track it. He also tried social mixers at the office with little success at making a significant impact in terms of boosting morale. Quintell knew the momentum wasn’t enough and that the company needed to do more to make employees feel appreciated.

Aware that the cost of living in the heart of Silicon Valley is high, Quintell wanted a solution that would benefit employees outside of the office in their everyday lives. He began looking for a platform that offered savings on products and services employees know and love, as well as an easy to use rewards and recognition platform that managers could use to praise their reports for a job well done. He also wanted the solution to be mobile friendly, so everything would be easily accessible while employees were on the go.

“We quickly realized what works with employees is recognition, whether it be rewards or extra perks they can use during their everyday

lives. One thing that stood out about Fond was that it’s completely mobile friendly. A lot of employees do things from their phone and we knew it would be an easy transition.”

—Marcus Quintell, LGS Recreation

SOLUTION

Quintell first heard about Fond at an HR conference. After meeting with a sales representative from the company, he learned that Fond’s unique offering was exactly what he was looking for. Fond Perks offered employees reduced pricing on more than 800 popular products and services, and Fond Rewards made it easy to encourage and track employee recognition.

LGS Recreation signed up for the complete platform, which included Perks and Rewards. Setup was simple. After a quick walk-through, the supervisors at LGS Recreation were able to figure out the platform very quickly. Quintell found the Fond Support team to be diligent and responsive to his questions, and the platform incredibly intuitive. He loved how easy it was to add employees to the program and disperse rewards credit budget to supervisors.

Case Study: LGS Community Education and Recreation

As soon as Fond opened up to employees, adoption was fast. Employees were browsing through the hundreds of offerings and using discounts for things like computer purchases, theme park tickets and hotel stays. With Fond's powerful analytics and reporting, Quintell was able to see at a glance which managers were active in giving out recognition to inspire their team members, and which rewards were most popular.

LGS managers appreciated how easy it was to send their team members personalized notes of appreciation, along with rewards credit that the employees redeemed on a reward of their choice. It wasn't long before Quintell heard from employees that they were happier and feeling more recognized for their work at LGS Recreation.

RESULTS

- 84% of LGS Recreation employees are active on Fond.
- LGS Recreation employees saved more than \$11,000 since launching the Fond perks product in 2015.
- Employees are recognized on a monthly basis for their contributions, with over 82% of employees having been recognized since the Fond employee recognition platform launched.
- Company morale has increased since LGS Recreation starting using Fond, which has had a positive effect on the company and its employees' satisfaction.