



Shine like a GEM

Description

At GEMS, excellence does not go unnoticed. Management has implemented a rewards initiative that creates a positive dynamic within the team, motivating everyone to give their best while cultivating a spirit of camaraderie.

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Since the last quarter of 2024, the management of the GEMS Hospital Benefit Care Coordinators Department has implemented weekly, quarterly, and annual rewards for the top performers.

“Pop-a-balloon”, as it is fondly called, is aimed at fostering healthy competition among employees. Each week, team members are evaluated on various performance criteria, and those who stand out for their efficiency, excellence and dedication receive attractive prizes.

“Some of the weekly top performers included three learners from the Sector Education and Training Authority (SETA) programme, Valentine Tshabalala, Kamogelo Molefe and Annah Motloutse,” says Marjorie Grobler, Mental Health Team Leader at GEMS HEM.

Senior manager Liesel Alexander says the approach “contributes to achieving our business goals and rewarding our staff who go the extra mile while ensuring that our customers receive exceptional service”.

“This initiative not only seeks to encourage individual excellence but also to reinforce our commitment to providing faster and higher-quality customer service.

– Bongani Luvuno, GM of GEMS Hospital Benefit Care Coordinators.

Category

1. Our People

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