



Increasing Employee Happiness Through Productivity



July 23, 2023

Abigail Olaya



Today's Objectives

Learn to

- Increase employee productivity
- Ditch the old rule book and empower employees
- Create a high performing, thriving culture

Employees of the Past



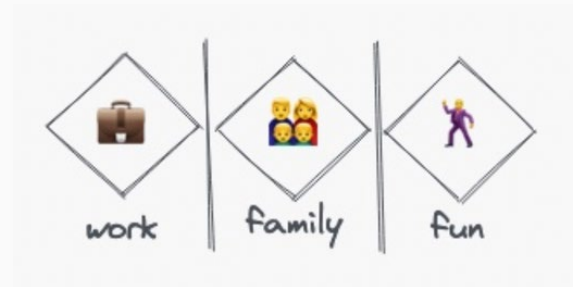
Climbed the Career Ladder



Followed Orders



Environment

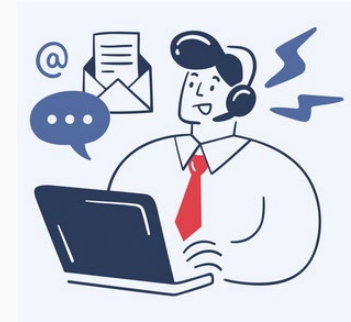


Compartmentalized

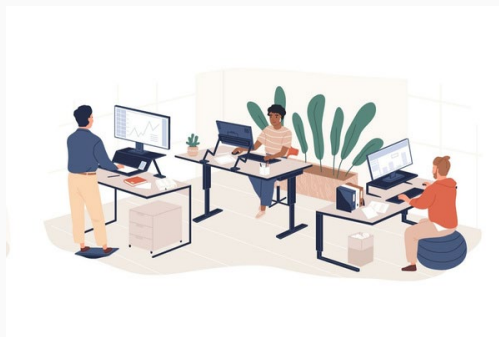
Today's Employees



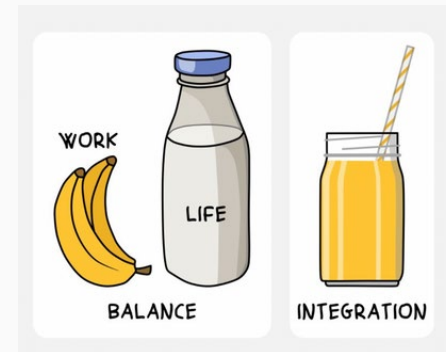
Meaningful Goals



Want to be Heard



Environment



Integrated

What is a BIG 3 and Why is it effective?



Big 3
Rachel Poole, Event Manager
June 2023 – August 2023

Client Experience (75%)

Expectation: Executing extraordinary events from event planning to event execution.

Measurement:

- 100% of 30-Day Wrap Ups & Planning Meetings are scheduled, prepped, and finalized to standard.
- 100% of event details (guest count, catering options, payment, etc.) are received from client 2.5 weeks prior to event
- 100% of paperwork for events is accurate, organized and finalized 1.5 weeks before event
- 100% of event interns are given acknowledgement and feedback from improvement so they can develop and improve skills
- 100% of vendors are given feedback and acknowledgement.
- Achieve \$15k in Upsell for Fall 2023 season.
- Learn the hiring, onboarding and training process of Fall 2023 interns
- Update EM Tools in DropBox twice per month with photos of napkin folds, real-life example layouts, standard place settings, etc. to be used quickly and efficiently during planning meetings with couples.
- Complete the following Summer Projects by August 31st:
 - Create and propose a system for a 90 Day Check In Meeting with clients.
 - Enhance Pinterest boards once per week with at least 5 new photos from recent weddings/events.
 - Create draping tutorial videos for team to use for Fall season.

Alignment to Company Goals: Speaks to our purpose of creating extraordinary experiences and supporting the mission.

Administrative (15%)

Expectation: Developing relationships with booked clients, potential clients and assisting with sales.

Measurement:

- 100% of client requests and vendor emails are responded to within 24 hours or less.
- 100% of VATG lead requests are responded to within 24 hours or less and inputted into CRM.
- 100% of voicemails are responded to within 12 hours of receiving them (or within one shift).
- 100% create and send introduction email within one week of booking.
- Completing phone consultations and assisting with tours as needed for Venue at the Grove.
- Assisting in answering incoming phone calls for Venue at the Grove.
- Assisting with responding to missed calls, voicemails and emails as first priority in the day.
- 100% proactively ensure administrative responsibilities are covered for days off (i.e. Mondays following weekend of events)
- 100% Setting Out of Office notifications on phone and emails when going into an event weekend.

Alignment to Company Goals: Quick response time to clients and potential clients speaks to our purpose of creating extraordinary experiences from the moment we first interact with the client to their wedding day

Marketing (10%)

Expectation: Keeping OEC and Venue at the Grove top of mind for prospective clients through social media platforms

Measurement:

- Draft 5 Venue at the Grove related blogs for posting every other week in the Summer. Send 1 completed blog to Bekah by June 30th, 2 completed blogs by July 31st, and 2 completed blogs by August 31st.
- Post on Olaya Events & Company Instagram twice per week and for every holiday while adhering to social media guidelines.

Alignment to Company Goals: Marketing supports sales, which supports the mission, and establishes OEC as a leader in the industry.

Performance will be evaluated based on the following: Adherence to OEC Core Values, Teamwork, Customer Service, Attention to Detail, and Problem Solving & Critical Thinking Under Pressure

Benefits of Each Employee Having a BIG 3

	A	B	C	D	E	F
61	100% of 30 Day Wrap Ups & Planning Meetings are scheduled, prepped and finalized to standard.	100%	100% - All 30 DWU wrap ups are complete for the season!	100% - All 30 DWU wrap ups are complete for the season!	100% - All 30 DWU wrap ups are complete for the season!	
62	100% of all event details (guest count, catering options, payment, etc.) are received from client 2.5 weeks prior to event.	100%	100% - Melody & John all wedding details confirmed and finalized.	100% - Tatum & Josh and Melody & John all wedding details confirmed and finalized.	100% - London & Ron and Nicci & Cait all wedding details confirmed and finalized.	
63	100% of paperwork for events is accurate, organized and finalized 1.5 weeks before event.	100%	100% - Final paperwork for Tatum & Josh completed prior to events coming up next weekend.	100% - Final paperwork for Tatum & Josh completed prior to events coming up next weekend.	90% - Final paperwork for London & Ron completed prior to events coming up this weekend.	
64	100% of events interns are given acknowledgement and feedback for improvement, so they can develop and improve skills.	100%	100% -	100% - updated intern feedback sheet online for new interns and working with Bekah for tasks on	100% - updated intern feedback sheet online for new interns.	
65	100% of vendors are given feedback and acknowledgement.	100			100% - Given feedback to Maddy on Isaiah.	
66	Receive a QC score of a 4 or above on all events.	4 or above	100% - completed	n/a - no events this weekend	100% - completed	
67	Achieve \$15k in Upsell for Fall 2023 clients.	\$15k		\$26,838.32	\$25,432.52	\$25,432.52
68	Client Experience (25%)					
69	100% of client requests and vendor emails are responded to within 24 hours or less.	100%	100% - completed	100% - completed	100% - completed (followed up on emails on ooo day)	
70	100% of VATG lead requests are responded to within 24 hours or less and inputted into CRM.	100%	100% - completed	100% - completed	100% - completed	
71	100% of voicemails are responded to within 12 hours of receiving them (or within one shift).	100%	100% - completed	100% - completed	100% - responded vm from monday	
72	Completing phone consultations and assisting with tours as needed for Venue at the Grove.	As needed	n/a - haven't had time to assist with tours during events season	n/a - haven't had time to assist with tours during events season	n/a - haven't had time to assist with tours during events season	
73	Assisting in answering incoming phone calls for Venue at the Grove.	As needed	100% - completed (answering calls on Monday while in office)	100% - completed (answering calls on Monday while in office)	100% - completed	
74	100% send client introduction email within one week of booking.	100%	100% - completed (schedule sent welcome emails for new couple Annie & fiance!)	100% - completed (schedule sent welcome emails for new couple Annie & fiance!)	100% - completed (schedule sent welcome emails for new couples!)	
75	Receive 8 5-star reviews from clients on executed events with zero customer complaints and zero low star reviews for Fall season.	8	5 out of 8 (Paul & Taylor, Becca & Gabino, Rachel & Eddie, Dani & Nick, Rachel & Mike)	2 out of 8 (Paul & Taylor and Becca & Gabino) Sending follow up emails this	2 out of 8 (Paul & Taylor and Becca & Gabino) Rachel & Eddie, Melanie & Ian,	
76	Administrative (5%)					

- Weekly Self reporting/ Accountability
- No micromanaging for Leader to understand the status
- Conversations initiated

Empowering to Make Decisions



VS

olaya

events & company

We create Wow Factors

We are solution oriented

We love what we do

We constantly improve

We do the right thing

We seek fair solutions

We have each other's back

We use open, real communication

We face challenges with optimism

We do what we say we will do

We leave our ego at the door

We treat people how we want to be treated

Benefits of Operating from Values

We create Wow Factors

We love what we do

We do the right thing

We have each other's back

We face challenges with optimism

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We do what we say we will do

We treat people how we want to be treated

- Foundation for a Defined & Aligned Company Culture
- Know who the ideal people are when hiring/firing
- Free up your time and energy

How to Determine Values



Culture in Creation



Creating Flexibility



From Performing to Thriving



Questions



Contact Info & Gifted Bon



Abigail Olaya
COACHING

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Abigail Olaya Coaching

I help successful, brilliant leaders, entrepreneurs, and women access more of their next level power to create the next level life they desire.



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