

MILITARY COMMANDER

Hilton

OPERATION: OPPORTUNITY

OUR MISSION IS YOUR SUCCESS

WHAT IS A MILITARY COMMANDER?

The Military Commander is a Team Member who volunteers to act as the champion for Operation: Opportunity at their property or corporate office. Identifying a Military Commander is one of the most important things you can do to activate Operation: Opportunity at your location. We have seen amazing success at the properties and offices who have implemented this role. Who better to help you lead your military program than a veteran or military spouse who is personally passionate about helping their fellow military Team Members!

WHAT ARE THE RESPONSIBILITIES OF THE MILITARY COMMANDER POSITION?

The Commander's primary mission is to ensure a military-friendly culture at your location. They will partner closely with the local Human Resources team and the corporate Military Programs team. Some key responsibilities include:

- Leading the Military Team Member Resource Group (MTMRG)
- Identifying and assigning Military Sponsors for new veteran Team Members
- Working with Community Champions to organize military-focused community service projects
- Assisting with the organization of recognition events on holidays, such as Veterans Day, Armed Forces Day and Military Spouse Appreciation Day
- Helping to provide military Team Members with resources in the community when needed

WHO CAN BE A MILITARY COMMANDER?

Many of our Military Commanders are either a veteran or military spouse Team Member, but anyone who is passionate about supporting our military program and the military community is welcome to volunteer. Team Members must be in good standing to be selected.

HOW DO I BECOME THE MILITARY COMMANDER FOR MY LOCATION?

If you are interested in becoming a Military Commander, please see your HR team to be considered. Once identified, you may enter your Military Commander into LightStay. *See the next page for instructions on LightStay reporting.*

WHAT RESOURCES ARE AVAILABLE FOR MILITARY COMMANDERS?

- Operation: Opportunity Resource Page: www.operationopportunity.com
- Military Lapel Pins: www.costore.com/HWOO/welcome.asp
- Operation: Opportunity Items for Purchase: hilton.girvinstores.com
- Assistance for Military Team Members: www.psycharmor.org/military-mental-health-call-center/

For questions or assistance, please contact military@hilton.com

REPORTING MILITARY COMMANDERS IN LIGHTSTAY

Enter your property profile, then go to “**Surveys**”.

The screenshot shows the LightStay dashboard. On the left is a sidebar with navigation options: Dashboard, Goals, Data Entry, Meter Reading, Charts, Reports, Projects, **Surveys** (highlighted with a blue box), and Volunteer | Donate. The main dashboard area displays performance metrics for properties (394) and all properties (394). The metrics are: Water (51, No Change, 137 Hotels Complete), Waste (27, 3 Points Better, 162 Hotels Complete), Property Score (59, 59 Points Better, 360 Hotels Complete), and Operations | TwP (69, 69 Points Better, 359 Hotels Complete). Below the metrics is a 'Bottom Performers' section with an 'Energy Score' dropdown.

Select “**Human Resources**”.

The screenshot shows the 'Surveys' page for 'CHDT San Diego, CA'. The page title is 'Operations Overview (168 / 173)'. Below the title is a list of departments with their respective survey counts and scores: EXECUTIVE TEAM (15 / 15), ENGINEERING (33.5 / 33.5), HOUSEKEEPING & LAUNDRY (14.5 / 14.5), FRONT DESK / BELL / CONCIERGE (13 / 13), PURCHASING (29 / 30), **HUMAN RESOURCES (15 / 18)** (highlighted with a blue box), KITCHEN / F&B (22.5 / 23.5), and MEETINGS & EVENTS (13.5 / 13.5).

Select “Opportunities”.

The screenshot shows the LightStay Surveys interface. At the top, there is a search bar with 'CHDT San Diego, CA' and a user profile for 'Lauren Bacon'. Below the search bar, there are navigation tabs for 'Operations' and 'Property'. The main content area displays a list of survey categories: 'Human Resources (15 / 18)', 'TRAINING & AWARENESS (3 / 3)', 'COMMUNITIES (6 / 6)', 'ENERGY (1 / 1)', 'ENVIRONMENTAL (3 / 3)', and 'OPPORTUNITIES (2 / 5)'. The 'OPPORTUNITIES' category is highlighted with a blue border. A 'BACK TO OVERVIEW' button is visible next to the 'Human Resources' category. The LightStay logo is at the bottom left, and 'Need Help? Contact Support Help Section 1.3.031' is at the bottom right.

Managed Properties/Corporate Offices: Complete the last question only.

The screenshot shows a survey form with three questions. The first question is 'How many military veterans did the hotel hire during the last year? (please include active Guard and Reserve)' with a 'Number' input field containing '0'. The second question is 'How many military spouses did the hotel hire during the last year?' with a 'Number' input field containing '0'. The third question is 'If the hotel has a Military Commander, please provide this team member's name and email address:'. This question is highlighted with a blue box and has a 'Text Input' field with 'Name' and 'E-Mail' sub-fields. The 'Name' field contains 'Enter Name Here'. At the bottom right, there are 'CANCEL' and 'SAVE' buttons. The LightStay logo is at the bottom left, and 'Need Help? Contact Support | Help Section | 1.3.031' is at the bottom right.

*Note:

*If the Team Member does not have a Hilton email, you can input a personal email.

**Managed properties and corporate offices are not required to report their military hires in LightStay. These numbers are tracked by the Military Programs team. To avoid duplication of data, please do not answer the first two questions.