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|-------------------------------------------|---------------------------------------------------|---------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------|
| <b>B</b>                                  | <b>I</b>                                          | <b>N</b>                                          | <b>G</b>                                                 | <b>O</b>                                                              |
| Up-sell making a total of \$100 minimum   | Be the first-responder to a customer service call | Find a friend                                     | Go above and beyond for a customer                       | Get noticed for a "random act of kindness" toward another team member |
| Find a friend                             | Help a fellow team member help a customer         | Get your HULA noticed by a manager                | Be the first-responder to a customer service call        | Go above and beyond for a customer                                    |
| Help a fellow team member help a customer | Up-sell making a total of \$100 minimum           | <b>FREE</b>                                       | Check your team members when they forget HULA            | Get a catalog order                                                   |
| Get mentioned in the survey               | Help a customer carry their bags out              | Get mentioned in the survey                       | Get a catalog order                                      | Get your HULA noticed by a manager                                    |
| Find a friend                             | Check your team members when they forget HULA     | Get your customer service recognized by a manager | successfully complete a project of your manager's choice | Find a friend                                                         |

|                                         |                                                          |                                                                       |                                               |                                                   |
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| Get mentioned in the survey             | Check your team members when they forget HULA            | <b>FREE</b>                                                           | Get a catalog order                           | Be the first-responder to a customer service call |
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