Thank You Scheme - Frequently Asked Questions (FAQs)

Guidance for all staff - Thank You cards and receiving gifts

What documents do I need for the Thank You Scheme?
Important links that relate to the Thank You Scheme are:
1. Staff Recognition Thank You Scheme
2. Thank You eCards
3. To order printed thank you cards contact your local Thank You Scheme Approver*
4. Recognition Schemes at The University of Manchester

Why has the University created the Staff Recognition Thank You Scheme?
- To provide the University with a means of providing instant and spontaneous recognition for exemplary work all year round on an ‘as and when basis’. It applies to situations which would not be appropriate for submission to the Rewarding Exceptional Performance Policy or other recognition schemes.
- The Thank You Scheme supports Manchester 2020 through its aim to create a culture and an environment in which all staff feel valued and where going that extra mile is noticed and appreciated. It is not designed to provide additional reward to staff who are performing at a fully satisfactory level or to normal expectations for the role, but it’s purpose is to acknowledge where staff put in that extra commitment and effort.

Who can use the Thank You Scheme?
- The scheme is open to all staff and enables you to send a thank you to a fellow colleague at any level, your team or your own manager.

What is the Thank You Scheme?
The scheme has three ways to enable you to thank someone:
1. Via a Thank You card (eCard or printed)
2. By arranging an event for your team
3. Giving a thank you gift

What can I say thank you for?
Often we forget or take for granted good work and behaviours from our colleagues or teams. The Thank You Scheme is to provide additional reward and instant recognition by acknowledging those staff that put in extra effort with their work and behaviours.

This may include:
- Staff in public areas demonstrating courtesy and politeness
- Excellent co-operation with colleagues
- Helping colleagues out in difficult circumstances
- Putting in extra effort to share workload with a team
- Delivery of projects to tight timescales
- Treat colleagues, students and external contacts with respect
- Discourage criticism of others
- Represent the University positively at all times
What is an eCard?
- The eCard is a web based card delivery system. This enables you to complete details on a pre-designed card and add a personal message. Once you are happy with the message you can send the card direct to a recipient’s email inbox.
- The Thank You Scheme has an eCard design for staff to use. By using eCards it also reflects the University’s commitment to environmental sustainability.

Where can I find the link for the eCards?
- The eCards can be found by following the Thank You link.

Where can I find printed thank you cards?
To order printed thank you cards contact your local Directorate, Faculty, Library or Cultural Institution.

I don’t have access to a PC at work (or the recipient doesn’t have a PC). How can I send a Thank You card?
- If you need to send a Thank You card to someone who doesn’t have a PC or, your local Faculty/ Directorate / Library or Cultural Institution will have names of contacts who will have supplies of printed cards.

How many Thank You cards can I send?
- You are able to send as many as you wish but they should be sincere and in response to genuine recognition situations. You need no prior approval to send a thank you card.

How are the Thank You cards monitored?
- The University will gather data on the numbers of Thank You cards sent to determine usage.

How are Thank You Scheme gifts and events being monitored?
Every quarter each Faculty / Directorate / Library or Cultural Institution will send their completed monitoring forms to HR. All costs associated with the Thank You Scheme are payable from local Faculty/Directorate/ Library or Cultural Institution budgets and should be coded to the Staff Entertaining i/e code 4031 (please use description “staff recognition.”)

What sort of message should I write in the Thank You Card?
Just keep it simple and to the point. It’s important that the message appears sincere and is timely by sending at the time it is earned. On the eCards you only have 240 characters to use. You could try:
- “I just want to let you know how much I appreciate....”
- “Thank you for all your work on....”
- “Thank you for all your extra efforts today on....”
- “Thank you for your co-operation today in dealing with .....”
- “Thank you for your excellent report today. It was very clear and ....”
- “Thank you for all the help you gave the students today during......”
- “Thank you for the fantastic service I received today at the ** Café....”
- “Thank you for inspiring others on the team with your co-operative approach.”

My manager sent a thank you to a colleague for being polite with customers in the café. Why is being nice being rewarded?
- Being polite and courteous should be a standard expectation. Unfortunately, some people don’t make the extra effort. By recognising good behaviour your manager is reinforcing this
expectation and letting your colleague know that this is appreciated. Polite and courteous staff will encourage more return customers and good feedback.

**Receiving gifts**

**Do employees have to declare gifts received to HMRC?**

- Staff do not have to declare gifts received under the Thank You Scheme as the University is collecting data on the value of gifts/events provided and will be paying the tax applicable centrally and recharging.

**Notes**

Thank You Scheme Approvers are expected to be Directors of PSS, Faculty Operations, Library or Cultural Institution.