

# CASE STUDY

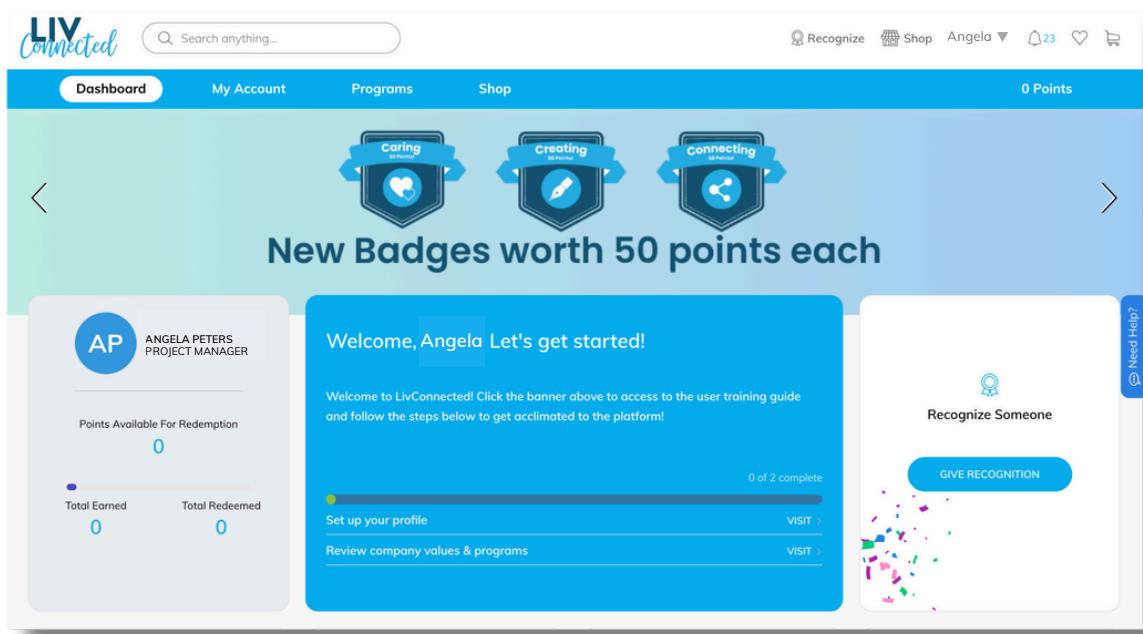
## LIV Hospitality

LIV Hospitality is a full-service, independent hospitality company specializing in the development, ownership, and management of over a dozen upscale resorts, hotels, restaurants, gaming establishments, bars, and the largest indoor waterpark in the Dakotas.

Its corporate vision is to lead the hospitality industry in western South Dakota by achieving growth and profitability for the company and employees through expert management, quality service, and strong property branding.

## PROGRAM OBJECTIVES

1. Empower Cross-Property Recognition and Awarding
2. Unite and Engage All LIV Team Members Through Inclusive Recognition
3. Drive LIV's Core Values: Caring, Creating, and Connecting



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Rewardian has transformed the way our managers recognize and engage with their teams. It's made appreciation more timely, visible, and meaningful—boosting morale and strengthening our culture. For Associates, it's empowering to be acknowledged in real time and to choose rewards that truly resonate with them.



Rosemary Washnok  
Office Manager

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## SOLUTION

1. Established Individual Programs with Manager Budgets That Allowed For More Cross-Promotion Capabilities
2. Implemented Badges and Themed Gamification to Drive Employee Engagement
3. Developed On-The-Spot Certification for Consistent Recognition To Employees

**78%**  
INCREASE IN ENGAGEMENT  
AFTER BADGES MODULE  
WAS INTRODUCED

