

# The Psychology of a *Thank you*

We all know how important it is to thank others for their hard work—and how good it makes us feel when others do the same. In fact, 94% of clean team members say that being acknowledged for their work is important to them.<sup>1</sup>

But the impact of a proactive thanks goes much further than making people feel good. Acknowledgement of a job well done is also good for business.

1,863,568 

Our buildings work because of the **1,863,568 hardworking people keeping our workplaces clean.**<sup>2</sup> Here is what some of them have to say...

**“It’s very easy to forget the people who keep the facilities clean** as frequently that person is not physically seen.”

**“Simply being told that you are doing a good job is very motivational.** And, to be rewarded for your work is extremely encouraging.”



“I wish my boss would **take notice more often.**”

## A CULTURE OF POSITIVE RECOGNITION:



Creates happier and more efficient clean team members



Ensures consistent quality across your team



Reduces turnover and the cost associated with training new hires

“Acknowledging a job well done **makes me feel valued and part of the team.**”



WE SURVEYED CLEAN TEAM MEMBERS ACROSS THE U.S. AND FOUND THAT WHEN RECOGNIZED FOR THEIR WORK...<sup>3</sup>



77% show more engagement in their work

82% feel motivated to perform at a higher level



79% feel happier with the work they do

76% report that they are **less likely to look for another job**



# It all starts with a thank you.



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TAKE  
NOTICE

1. GP PRO Building Managers and Maintainers Study, 2017  
2. IBIS World Industry Report 56172 on Janitorial Services in the US  
3. GP PRO Building Janitorial Staff Study, 2017  
All quotes: GP PRO Topline Data: Janitor Custodian Study

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