

The GEM Program



GREAT EMPLOYEES MAKE MAGIC

At CSG, our people are the heart of what we do. The GEM Program recognizes frontline team members who show excellence, commitment, and pride in their work. Through their actions and attitudes, they create positive experiences that leave a lasting impact on those they serve and the teams they support. The GEM Program includes four recognition types designed to celebrate excellence, impact, and dedication at every level.



GEM Shoutouts are non-monetary recognitions that help create a culture of appreciation and belonging. Awarded through the GEM platform, they offer a simple way to show gratitude and recognize team members for their everyday contributions.



GEM Frontline recognizes frontline team members on a monthly/quarterly basis who consistently excel in the following categories: People First, Service Focus, One Team, Own It, and Grow Together. Each selected GEM Frontline recipient receives a \$50 award.



GEM Spot Awards recognize team members who go above and beyond in their roles. These are customizable awards from Food Service Directors and Chef Managers.



GEM Milestone recognizes the commitment and service of CSG team members at key service anniversaries. Awards are given at 1, 5, 10, 15, and 20 years and beyond. On each team members' milestone anniversary month, they receive a milestone packet with monthly shipment to the facility that includes their GEM reward as a token of appreciation for their dedication to the company.