

MILITARY COMMANDER

Hilton

OPERATION: OPPORTUNITY

OUR MISSION IS YOUR SUCCESS

WHAT IS A MILITARY COMMANDER?

The Military Commander is a Team Member who volunteers to act as the champion for Operation: Opportunity at their property or corporate office. Identifying a Military Commander is one of the most important things you can do to activate Operation: Opportunity at your location. We have seen amazing success at the properties and offices who have implemented this role. Who better to help you lead your military program than a veteran or military spouse who is personally passionate about helping their fellow military Team Members!

WHAT ARE THE RESPONSIBILITIES OF THE MILITARY COMMANDER POSITION?

The Commander's primary mission is to ensure a military-friendly culture at your location. They will partner closely with the local Human Resources team and the corporate Military Programs team. Some key responsibilities include:

- Leading the Military Team Member Resource Group (MTMRG)
- Identifying and assigning Military Sponsors for new veteran Team Members
- Working with Community Champions to organize military-focused community service projects
- Assisting with the organization of recognition events on holidays, such as Veterans Day, Armed Forces Day and Military Spouse Appreciation Day
- Helping to provide military Team Members with resources in the community when needed

WHO CAN BE A MILITARY COMMANDER?

Many of our Military Commanders are either a veteran or military spouse Team Member, but anyone who is passionate about supporting our military program and the military community is welcome to volunteer. Team Members must be in good standing to be selected.

HOW DO I BECOME THE MILITARY COMMANDER FOR MY LOCATION?

If you are interested in becoming a Military Commander, please notify your Human Resources team that you would like to be considered. All Military Commanders must be a member of the Military Team Member Resource Group and entered into LightStay to be added to the distribution list for quarterly commander and MTMRG meetings. To join the MTMRG, please email diversity@hilton.com.

See the next page for instructions on LightStay reporting.

WHAT RESOURCES ARE AVAILABLE FOR MILITARY COMMANDERS?

- Operation: Opportunity Resource Page: www.operationopportunity.com
- Military Lapel Pins: www.costore.com/HWOO/welcome.asp
- Operation: Opportunity Items for Purchase: hilton.girvinstores.com
- Assistance for Military Team Members: www.psycharmor.org/military-mental-health-call-center/

For questions or assistance, please contact military@hilton.com

REPORTING MILITARY COMMANDERS IN LIGHTSTAY

Enter your property profile, then go to “**Surveys**”.

The screenshot shows the LightStay dashboard. On the left is a navigation menu with the following items: Dashboard, Goals, Data Entry, Meter Reading, Charts, Reports, Projects, **Surveys** (highlighted with a blue box), and Volunteer | Donate. The main dashboard area displays performance metrics for properties (394) and all properties (394). The metrics are: Water (51, No Change, 137 Hotels Complete), Waste (27, 3 Points Better, 162 Hotels Complete), Property Score (59, 59 Points Better, 360 Hotels Complete), and Operations | TwP (69, 69 Points Better, 359 Hotels Complete). Below the metrics is a section for Bottom Performers with an Energy Score dropdown.

Select “**Human Resources**”.

The screenshot shows the Surveys page for CHDT San Diego, CA. The page displays a list of survey categories under the heading "Operations Overview (168 / 173)". The categories are: EXECUTIVE TEAM (15 / 15), ENGINEERING (33.5 / 33.5), HOUSEKEEPING & LAUNDRY (14.5 / 14.5), FRONT DESK / BELL / CONCIERGE (13 / 13), PURCHASING (29 / 30), **HUMAN RESOURCES (15 / 18)** (highlighted with a blue box), KITCHEN / F&B (22.5 / 23.5), and MEETINGS & EVENTS (13.5 / 13.5).

Select “Opportunities”.

The screenshot shows the LightStay Surveys interface for 'CHDT San Diego, CA'. The top navigation bar includes 'Surveys', a search bar with 'CHDT San Diego, CA', and a user profile for 'Lauren Bacon'. Below the navigation, there are tabs for 'Operations' and 'Property'. A list of survey categories is displayed, each with a green checkmark icon and a progress indicator: 'Human Resources (15 / 18)', 'TRAINING & AWARENESS (3 / 3)', 'COMMUNITIES (6 / 6)', 'ENERGY (1 / 1)', 'ENVIRONMENTAL (3 / 3)', and 'OPPORTUNITIES (2 / 5)'. The 'OPPORTUNITIES (2 / 5)' category is highlighted with a blue border. A 'BACK TO OVERVIEW' button is visible next to the 'Human Resources' category. The LightStay logo and footer information are at the bottom.

Managed Properties/Corporate Offices: Complete the last question only.

The screenshot shows a survey form with three sections. The first section is 'Operation: Opportunity (0 / 1)' with a 'Number' input field containing '0'. The second section is 'Operation: Opportunity - Spouses (0 / 1)' with a 'Number' input field containing '0'. The third section, 'Operation: Opportunity - Military Commander (0 / 0)', is highlighted with a blue box and contains a 'Text Input' section with 'Name' and 'E-Mail' fields. The 'Name' field contains 'Enter Name Here'. At the bottom right, there are 'CANCEL' and 'SAVE' buttons. The LightStay logo and footer information are at the bottom.

*Note:

*If the Team Member does not have a Hilton email, you can input a personal email.

**Managed properties and corporate offices are not required to report their military hires in LightStay. These numbers are tracked by the Military Programs team. To avoid duplication of data, please do not answer the first two questions.