Kudos

Scenario

ABC Suites (Pty) Ltd

“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.” – Simon Sinek

The Challenge:

At ABC Suites, HR Director Molly Coddle had a hunch: people were doing great things—but no one was talking about it. The recent Climate Survey confirmed it. Staff felt underappreciated, unnoticed, and a little invisible. Morale was dipping, and the office vibe had lost its fizz.

Molly knew that if ABC Suites wanted to become the “Employer of Choice,” it needed more than just beanbags and birthday cupcakes. It needed a culture of appreciation—something simple, fun, and contagious. But how do you get people to celebrate each other without turning it into a corporate chore?

How ABC Suites uses epic:



Enter Epic’s **Kudos** feature—a delightfully easy way to say, “Hey, you nailed it!” Molly rolled it out with custom badges like “Team Hero,” “Problem Solver,” and “Coffee Saver” (yes, that one was popular). Staff could send Kudos with a click, add a personal message, and watch the smiles ripple across the office.

The Kudos Wall became the new watercooler—where people gathered to see who’d been recognised and cheer each other on. Weekly shout-outs turned into mini award ceremonies, and even the quiet achievers started getting their moment in the spotlight.

Absenteeism dropped, teamwork soared, and ABC Suites started feeling like a place where people weren’t just working—they were winning together. Molly didn’t just fix engagement; she made appreciation part of the company’s DNA.

“From silent effort to standing ovation—Epic’s Kudos feature gave ABC Suites the sparkle it didn’t know it was missing.”