

# STELLARIS GROUP



## BEST PRACTICE



We at Stellaris/Carl's Jr believe that delivering outstanding customer service is the cornerstone of our business.

Providing timely, efficient, and pleasant service to our customers is essential to building lasting relationships that drive repeat business.

Satisfied customers are more likely to become regular customers.



The Quick Service Restaurant (QSR) industry is highly competitive, where customer satisfaction often determines choices. So, what influences customers in selecting between similar options? The answer lies in exceptional attention and experiences.

### FIRST IMPRESSIONS COUNT:

At our restaurant, we recognize the importance of initial impressions. When a customer enters, they should perceive a clean and well-maintained environment, and this extends to our staff. Your appearance and demeanor significantly shape our establishment's first impression.

Remember, you're not just an employee but also an ambassador for our restaurant. Your personal hygiene and habits should mirror our high standards.

### MINDFUL FRAGRANCE PRACTICES:

We believe a great dining experience engages all the senses, including the aroma of our delectable dishes. To enrich this experience, we encourage our team to be mindful of the fragrances they wear.

Avoiding strong scents is crucial, as we want customers to remember our delicious food's enticing aroma, not overpowering perfumes or colognes. Opt for subtle scents or, even better, minimize personal fragrances to allow customers to fully savor our culinary creations.

**Thank you, team.  
Have a great month!**



## MEJORES PRACTICAS



En Stellaris/Carl's Jr creemos que brindar un excelente servicio al cliente es la piedra angular de nuestro negocio. Brindar un servicio oportuno, eficiente y agradable a nuestros clientes es esencial para construir relaciones duraderas que impulsen la repetición de negocios.

Los clientes satisfechos tienen más probabilidades de convertirse en clientes habituales.



La industria de los restaurantes de servicio rápido (QSR) es altamente competitiva. La satisfacción del cliente a menudo determina si un cliente va a volver al restaurante o no. Entonces, ¿qué influye en los consumidores a la hora de elegirnos entre otras opciones similares? La respuesta está en una atención y experiencias excepcionales.

### LAS PRIMERAS IMPRESIONES CUENTAN:

En nuestros restaurantes reconocemos la importancia de las impresiones iniciales. Cuando un cliente ingresa debe percibir un ambiente limpio y bien mantenido, y esto se extiende a nuestro personal. Su apariencia y comportamiento influyen significativamente en la primera impresión de nuestro establecimiento.

Recuerda, no eres sólo un empleado sino también un embajador de nuestro restaurante. Tu higiene y hábitos personales deben reflejar nuestros altos estándares.

### MINDFUL FRAGRANCE PRACTICES:

Creemos que una excelente experiencia gastronómica involucra todos los sentidos, incluido el aroma de nuestros deliciosos platos. Para enriquecer esta experiencia, alentamos a nuestro equipo a tener en cuenta las fragancias que usan.

Evitar los olores fuertes es fundamental, Queremos que los clientes recuerden el rico aroma de nuestra deliciosa comida, no los perfumes o colonias abrumadoras. Opte por aromas sutiles o, mejor aún, minimice las fragancias personales para permitir a los clientes saborear plenamente nuestras creaciones culinarias.

**Gracias, equipo.  
¡Que tengan un gran mes!**



STELLARIS  
GROUP

NORTH STAR MONTHLY

[www.stellarisgrp.com](http://www.stellarisgrp.com)

## MONTHLY NEWSLETTER SEPTEMBER 2023

### Stellaris Family

April was a big month for all of us. Continuing in the line that we traced as an organization at the beginning of the year, we can happily say that our social and business objectives are being fully met.

One of the purposes that we set for ourselves at the beginning of 2023 was to improve the working conditions present at Carl's Jr. This not only means to further provide our workers with better equipment and training but to also allow them to develop inside our company. We wanted to turn Carl's Jr into an even bigger, flexible and more welcoming unit than it was before.

In order to achieve these goals we have been enhancing our **Employee of the Month** program. Although most companies hand out similar awards, these are often superficial. At Stellaris we don't settle for empty gestures that do not contribute to the progress of both parties.

In addition to the fact that our **Employees of the Month** are rewarded with coupons, discounts and material gifts, we also make sure that they can have access to our training programs and other specific task courses.

We are going to continue promoting these campaigns so that the experience of working in our restaurants is as enriching as possible. The world of Quick Service Restaurants changes constantly and at Stellaris we know that the best way to adapt to these new dynamics is by envisioning a workspace that learns and adapts to the needs of today's workers.

# IN THE NEWS

## FUELING OUR KIDS LEARNING!

Utah and Idaho's Carl's Jr.  
donated 4,500 backpacks for school kids.



**August 19 was a special day for Utah and Idaho's school kids.**

4,500 free backpacks landed in the eager hands of kids from kindergarten to high school, filling the air with excitement. Parents and children came together, united by the promise of knowledge and community.

What made this day even more remarkable was that no purchase was necessary. It wasn't about transactions; it was about connections. Our hearts swelled as we witnessed the power of togetherness, reminding us that education is a treasure shared by all.

Young minds and their caretakers left our stores with more than just backpacks. They left with a sense of belonging, cherished memories, and a reminder that the journey of learning is a collective adventure.

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**We're proud of our team's achievements.**

# TEAM MEMBER SPOTLIGHT

## STELLARIS CARL'S JR CALIFORNIA EMPLOYEES OF THE MONTH - SEPTEMBER

Promoting Excellence At Districts 1 and 2



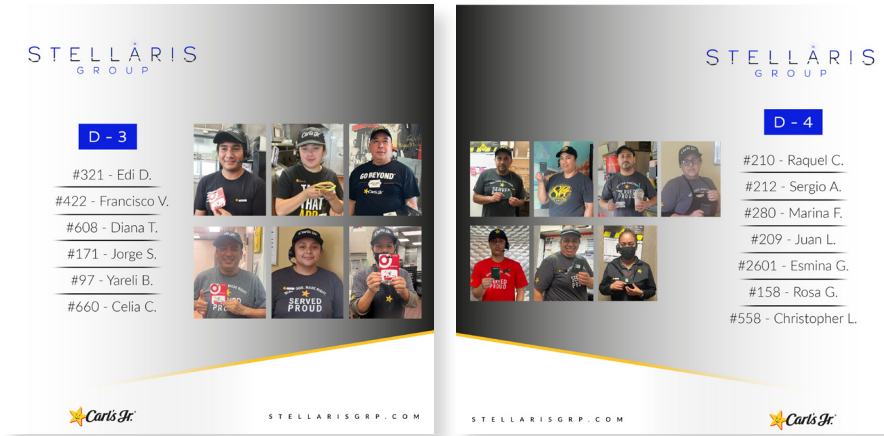
Celebrating Stellaris Carl's Jr. **Districts 1 and 2** Employees of the Month!

In recognition of their exceptional dedication, we proudly shine the spotlight on our remarkable employees who have consistently exhibited punctuality, extraordinary patience, and a vigilant eye for their teammates.

Your commitment to being on time, your unwavering patience in the face of challenges, and your incredible teamwork skills have set a shining example for us all.

Thank you for being true stars in our Carl's Jr. family. Your hard work and outstanding qualities are truly appreciated. Keep up the fantastic work, and let's continue to reach new heights together!

## Meet The Best Of Carl's Jr California



Big thanks to our dedicated Carl's Jr. **Districts 3 and 4** teams for consistently exceeding expectations! The quality food you make is only achievable because of your human quality.

And a special shoutout to their Employees of the Month, who stand out as the best among an already amazing group of individuals.

Your hard work and commitment are truly appreciated. Keep sizzling, team!"

## CARL'S JR STELLARIS UTAH AND IDAHO EMPLOYEES OF THE MONTH - AUGUST

Constantly Exceeding Expectations!

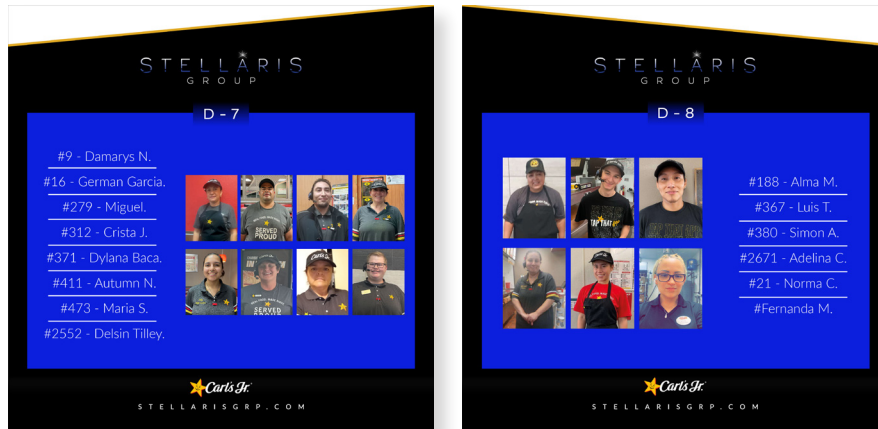


Let's take a moment to acknowledge the commitment and dedication of **Districts 5 and 6** Employees of the Month.

Their hard work goes far beyond a 9-to-5 routine. These employees are the embodiment of teamwork, and they set an outstanding example for all of us.

We want to express our heartfelt gratitude to them. You are the reason our facilities are not just good but exceptional. You turn our spaces into havens of cleanliness, order, and well-being.

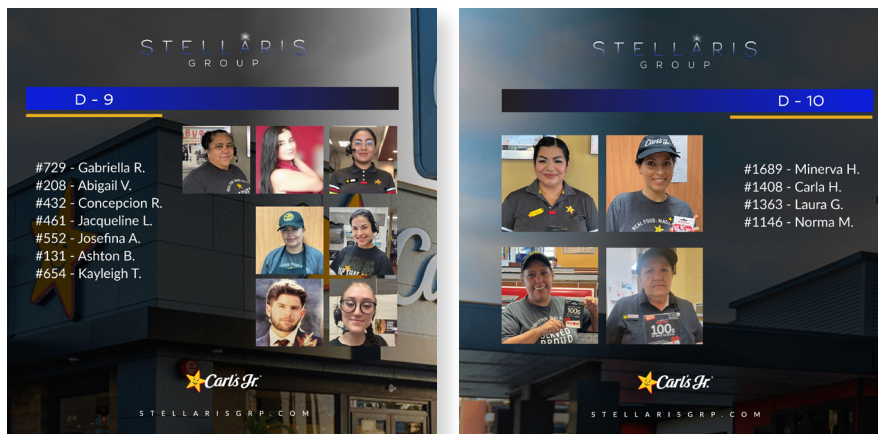
## District 7 and 8's Most Outstanding Employees at



Thank you for your hard work, your dedication, and your unwavering commitment to excellence. You are the backbone of **Districts 7 and 9** and your efforts do not go unnoticed.

We salute you and celebrate your remarkable achievements, knowing that your continued dedication will pave the way for even greater success in the future.

## Incredible Individuals for Exceptional Restaurants:



Meet the incredible **District's 9 and 10** Employees of the Month!

At District 11, excellence is not just a goal; it's a way of life, and it's embodied by our exceptional employees. Today, we want to shine a spotlight on the unsung heroes who keep our installations sparkling.

In every corner of our district, these dedicated individuals work tirelessly to ensure that our facilities are not just functional but also inviting, safe, and pristine.

They scrub, sweep, and sanitize, not because it's a job, but because it's their passion. Their meticulous attention to detail transforms our spaces into places where people feel comfortable.

## QA PLATINUM RECOGNITION

### District 11 Presents Their August Team Of Winners



Dear **District 11** Team!

We want to extend our heartfelt thanks and congratulations to your Employees of the Month for their unwavering commitment to excellence in fulfilling their daily tasks without any issues.

Your hard work and dedication have not gone unnoticed, and we are proud to have you as part of our team.

Your consistent dedication to your responsibilities set a shining example for all of us. You have shown that with determination and a strong work ethic, we can overcome any challenges that come our way.

**Stay In Touch To Meet Next Month 's Employees Of The Month  
For Stellaris - Carl's Jr**



# COMMUNITIES WE SERVE

## CARL'S JR. COMMUNITY WORK IN UTAH AND IDAHO

St. George Salvation Army and Stellaris Join Forces to Give Back to Those in Need



During our first partnership with St George's Salvation Army we received approximately 250 donated items and a generous cash contribution of \$52.00. All of these items will be provided to people across the community.

Our valued partners, including the Salvation Army, Washington County School District Foundation, and Red Rock Media, have expressed their satisfaction with the outcome.

We will continue doing interventions like this one in order to keep positively impacting the communities where we reside!

# NEXT MONTH'S BIRTHDAYS

## CALIFORNIA

**10/01**

- Aguilar, Brenda M.
- Astudillo, Laura

**10/03**

- Valencia, Sara
- Bravo, Gerardo M.

**10/06**

- Gonzalez, Sergio

**10/08**

- Angeles, Zenaida A.

**10/09**

- Argueta, Armida
- Garcia, Rosa M.
- Cabaloza, Manrico D.

**10/11**

- Hernandez, Ulises

**10/12**

- Castillo, Carlos A.

**10/13**

- Ruiz, Eduarda

**10/14**

- Rivera Nunez, Maria G.

**10/17**

- Palma, Margarita

**10/19**

- Escalante, Oscar
- Lopez Ruiz, Miguel

**10/20**

- Pachero, Beatriz
- Martinez, Rebeca
- Gaitan, Manuela

**10/21**

- Stewart, Johnnisha

**10/22**

- Rivera, Abigail

**10/23**

- Carrillo, Jackelinne
- Sanchez, Adriana
- Woodrow, Nicole

**10/24**

- Aragon, Liliana

**10/25**

- Luna, Sandra

**10/27**

- Lara, Maria

**10/28**

- Carrillo, Francisca
- Ornelas, Sharon J.

**10/29**

- Haro Ortiz, Jorge
- Navarro, Nathalie M.

**10/30**

- Diaz, Lucila

## UTAH

**10/01**

- Keenan, Amerasia K.
- Andrade, Jayden I.
- Sanchez, Adrian J.
- Ruiz, Maria E.
- Escobar, Anthony
- Escobar, Enrique
- Mendoza, Minor F.

**10/02**

- Jocobo, Martina
- Johnson, Tajhaunna M.

**10/03**

- Medina, Richard

**10/04**

- Martinez, Mariah K.
- Santos, Mayra

**10/05**

- Hesse-Konig, Hunter A.

**10/06**

- Lopiccolo, Ethan
- Miller, Monica J.
- Quinones, Jose A.

**10/07**

- Prusse, Trevor K.
- Montgomery, Faith A.
- Soriano-Tlaxcala, Brisa J.

**10/09**

- Alvarado, Sabrina

**10/10**

- Echevarria, Petra M.
- Rigby, Chase P.
- James, Cristina
- Carmona, Reynaldo

**10/12**

- Kinney, Nataia E.

**10/14**

- Lopez, Joaquin  
- Lopez, Carlos  
- Rosa, Ruth N.  
- Wallace, Brianne S.

**10/15**

- Morrison, Kayden

**10/16**

- Reyes, Floretino  
- Davis, Zacary D.  
- Flores, Yareli A.

**10/18**

- Dilley, Melinda  
- Reyes, Fatima

**10/19**

- Johnson, Austin

**10/20**

- Dumas, Cammie A.  
- Siler, Samuel M.

**10/21**

- Young, Braden T.

**10/22**

- Valdez, Elsa M.  
- Collins, Bobbie E.

**10/23**

- Swick, Jacob  
- Tolley, Olivia R.

**10/25**

- Larson, Regina  
- Espinoza, Emmanuel

**10/26**

- Story, Autumn  
- Espinosa, Juan C.

**10/27**

- Vasquez, Cecilia  
- Hernandez, Miguel A.  
- Ruiz, Micheal

**10/28**

- Munoz, Veronica  
- Molina, Alfonso K.

**10/29**

- Santana, Sarahi

**10/30**

- Perez, Bobby J.  
- Jimenez, Axel S.  
- Andreason, Jordon S.

**10/31**

- Freeman, Dimitri

## NEXT MONTH'S ANNIVERSARIES

### CALIFORNIA

**10/02**

- Vidal, Sabrina S.

**10/03**

- Woodrow, Nicole

**10/04**

- Pantaleon, Victor E.

**10/06**

- Carrillo, Sahara

**10/07**

- Astudillo, Laura  
- Cano, Selena

**10/08**

- Bermudez, Cynthia E.

**10/11**

- Estrada, Jazmine

**10/14**

- Torres, Liliana

**10/15**

- Sandoval, Christian M.

**10/16**

- SantaCruz, Martin  
- Warren, Aaron C.

**10/18**

- Acevez, Maria  
- Frias, Marina  
- Estrada, Odalys A.

**10/20**

- Meza, Norma  
- Marban Brito, Marlen  
- Tejeda, Joseph J.

**10/22**

- Lopez, Francisca

**10/23**

- Lopez Lopez, Iracema  
- Rodriguez, Araceli

**10/25**

- Ortiz, Josephine  
- Ascencio, Jose M.

**10/26**

- Linares Ramos, Stephanie

**10/27**

- Garcia, Mario I.

**10/30**

- Gutierrez, Andrea G.  
- Gutierrez, Mariela  
- Elizarraras, Jaqueline C.

# LET'S GET SOCIAL

Please take a look at our Facebook, Instagram, and LinkedIn pages! Check regularly to stay tuned with all the news and content we'll be sharing with you: blog posts, events, recognitions and more. Follow us or like us so you're up to date with all the announcements from Stellaris.

**You are part of our community.**

**By liking, following and sharing, you help our family grow!**



[www.stellarisgrp.com](http://www.stellarisgrp.com)

STELLARIS  
GROUP



# STELLARIS GROUP

*Stellaris  
proud*

I'm a **STELLAR LEADER**  
at a **STELLAR WORKPLACE**

## ALL THE REASONS I'M PROUD TO WORK AT A STELLARIS CARL'S JR.

- 1 We are encouraged to grow and are promoted from within
- 2 We are recognized and rewarded for great performance
- 3 We are diverse Equal Opportunity establishment for all
- 4 Our work environment and facilities are quality made and well maintained
- 5 We sell delicious, fun, quality food!
- 6 Our brand image is cool, youthful and fun!



## EVERY ONE OF OUR MEMBERS CONTRIBUTES TO FOSTERING A HEALTHY WORK ENVIRONMENT

*“I hope that everyone has the opportunity, whatever their work environment may be, to be surrounded by people that they respect and are inspired by.”*

Janet Varney

