

# 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.

Satisfied customers are more likely to become regular customers.



### HERE ARE THE BEST PRACTICES FOR OCTOBER:

The Quick Service Restaurant (QSR) industry is highly competitive, and customer service is our most important tool for success. Being patient with irate customers is no easy task; however, it's crucial to remember that they are individuals experiencing a negative situation. By displaying patience and understanding, you can effectively resolve issues and foster stronger customer relationships.

**BEST PRACTICE NUMBER ONE:** When a customer presents a complaint or problem, it's essential to maintain composure and speak in a gentle tone. This approach not only helps reduce the customer's anger but also portrays the restaurant in a more favorable light.

When a customer brings forth a complaint or issue, it is crucial to stay composed and use a soft tone of voice. This may seem counterintuitive, particularly when the customer is agitated or loud. Nonetheless, it's vital to remember that the customer is already upset, and raising your voice or matching their energy will only escalate the situation.

**BEST PRACTICE NUMBER TWO:** Strive to understand the customer. They are dissatisfied with the product or service and desire to be heard.

When a customer is voicing their concerns, it is imperative to make an effort to comprehend their perspective. They are frustrated with the product or service, and they seek acknowledgment. This doesn't mean you have to agree with them, but it does require actively listening and trying to understand the reasons for their dissatisfaction.

Here are some tips for understanding customers:

1. Ask clarifying questions. This will enhance your grasp of the problem and what the customer is seeking.
2. Show empathy. Attempt to see things from the customer's perspective and put yourself in their shoes.
3. Avoid interrupting the customer. Allow them to complete their thoughts before responding.

**Thank you, team. Wishing you a fantastic month!**



## MEJORAS PRÁCTICAS



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.

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



### ESTAS SON LAS MEJORES PRÁCTICAS DE OCTUBRE:

La industria de los restaurantes de servicio rápido (QSR) es altamente competitiva. Para eso, hemos diseñado una lista mensual de buenas prácticas laborales.

#### **MEJOR PRÁCTICA NÚMERO UNO: Mantener la calma y hablar con un tono de voz suave**

Cuando un cliente se enfrenta a usted con una queja o problema, es importante mantener la calma y hablar con un tono de voz suave. Esto ayudará a reducir el enfado que siente el cliente, y al hacerlo representará mejor al restaurante.

Es importante recordar que el cliente está frustrado y que es probable que esté hablando con un tono de voz elevado. Si usted responde en el mismo tono, solo empeorará la situación. En cambio, es importante mantener la calma y hablar con un tono de voz suave y tranquilizador.

#### **MEJOR PRÁCTICA NÚMERO DOS: Comprender al cliente**

Cuando un cliente se enfrenta a usted con una queja o problema, es importante intentar comprender su punto de vista. El cliente está frustrado con el producto o servicio, y quiere ser escuchado.

Consejos:

1. Pregunte al cliente que pasó. Esto le ayudará a comprender la situación.
2. Escuche al cliente con atención. No interrumpa y déjelo que se exprese.
3. Trate de ver el problema desde el punto de vista del cliente. Pónganse en sus zapatos y trate de entender por qué está enfadado.
4. Reconozca los sentimientos del cliente. Dígame que entiende por qué está enfadado

Siguiendo estas mejores prácticas, puede ayudar a resolver las quejas de los clientes de manera rápida y eficiente. También puede mostrar a los clientes que valora su feedback y que está comprometido a proporcionarles una experiencia positiva.

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

# STELLARIS GROUP

## NORTH STAR MONTHLY

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

### MONTHLY NEWSLETTER

OCTOBER 2023

#### Stellaris Family

October 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.

## TEAM MEMBER SPOTLIGHT

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

#### Our California Employees Are Simply Outstanding

Carl's Jr. - Stellaris Applauds Its Districts 1 and 2 Employees of the Month



## A Big Thank You to Carl's Jr. Districts 1 and 2!

We want to extend our heartfelt appreciation for consistently selecting a fantastic group of **Employees of the Month**. September was no exception. Your commitment to excellence within your teams is commendable.

These exceptional employees are a testament to the hard work that characterizes your districts. Their outstanding performance in areas such as customer service, cleanliness, and creating an inviting ambiance is a true reflection of the high standards you uphold.

Here's to many more months of exceptional achievements!

## An Example To Follow! Employees of the Month Carl's Jr. California - Districts 3 and 4



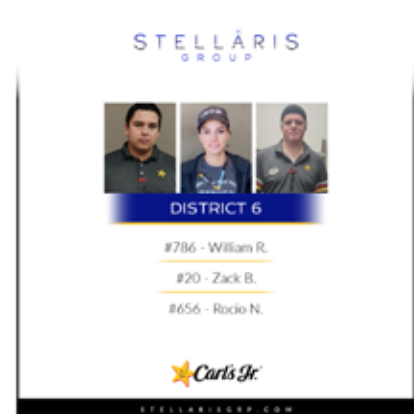
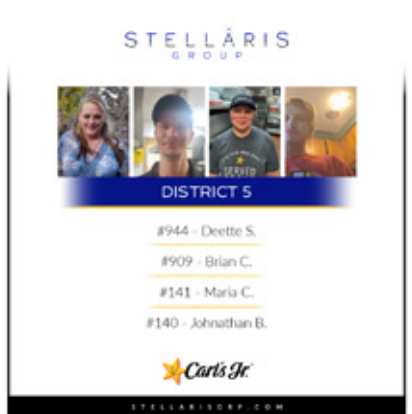
Being honored as the **Employee of the Month** is not just a simple recognition; it carries substantial importance for various compelling reasons.

Being acknowledged for one's efforts significantly elevates an employee's morale and motivation. Through this gesture, we convey to them that their contributions hold immense value and are deeply appreciated.

The Employees of the Month for **Districts 3 and 4** exemplify engagement, productivity, creativity, and collaboration. They have consistently gone above and beyond, setting a shining example for all others within our organization to aspire to follow.

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

Inspiring All of Our Teams in Utah and Idaho With Their Leadership  
Carl's Jr - Stellaris Employees of the Month for September



We want to give a special shout-out to our **September Employees of the Month** in Utah and Idaho. You make our team truly extraordinary, and you've unquestionably earned this recognition.

Let's give a round of applause to the Employees of the Month in **Districts 5 and 6!** Your exceptional performance during one of the most intense months of the year has not gone unnoticed.

Whether it's been expertly handling lunchtime rushes, keeping the fryer fires burning, or simply bringing a smile to every customer's face, you've demonstrated what it means to be a star player on our team.

## Recognizing September's Outstanding Employees at Stellaris Carl's Jr. Employees of the Month in Utah and Idaho



### Celebrating Stellaris' September Stars in Districts 7 and 8!

Heartfelt congratulations to the exceptional employees of Districts 7 and 8! Your unwavering commitment to following protocols, regardless of the circumstances, has earned you well-deserved recognition as the top performers for September.

In an ever-changing world, your dedication to upholding the highest standards is truly admirable. You have shown that consistency, diligence, and a commitment to excellence are qualities that set you apart.

## Achieving Excellence September's Outstanding Employees of the Month in Utah and Idaho's Districts 9 and 10



Allow us to introduce the distinguished **Employees of the Month from Districts 9 and 10.**

These individuals have demonstrated exceptional expertise in their roles, not only in the culinary realm but also in the realm of customer satisfaction.

These employees have refined their skills to provide fast food that goes beyond mere sustenance for our restaurants. Their approach to burger preparation and store maintenance is nothing short of meticulous.

## Remarkable Employees with Stellar Dedication

Carl's Jr - Stellaris  
Utah And Idaho - September Employees Of The Month



We are delighted to highlight the exceptional **Employees of the Month for September from District 11**. These outstanding individuals have been chosen not only for their unwavering punctuality but also for their remarkable cordiality and teamwork.

Their consistent punctuality sets the standard for reliability, ensuring our operations run smoothly and efficiently. They understand the importance of time, not only for themselves but also for their team members and the entire Carl's Jr. family.

## ANNOUNCEMENTS

### PALISADES PERFECT BURGER CONTESTS TOP-NOTCH TASTE

Announcing Our Latest Burger Contest Winners



### Rewarding The Best Product Quality And Customer Service

Congratulations to the four outstanding Carl's Jr. employees from our **California team** for their triumphant performance in September!

Their dedication to deliver top-quality products, exceptional customer service, pristine cleanliness and unbeatable ambiance made them the true stars of the competition.

# NEXT MONTH'S BIRTHDAYS

## CALIFORNIA

**11/01**

- Tuvshinjargal, Dorjkhand

**11/02**

- Aviles Mejia, Noe

**11/03**

- Mena, Jesus

**11/04**

- Ramirez, Claudia

**11/06**

- Mercado, Leonardo

**11/07**

- Santibanez, Luz M.

**11/08**

- Rodriguez, Perla

**11/09**

- Arenas, Juan L.  
- Velazquez, Jorge A.

**11/11**

- Chavez, Dominga F.

- Garcia, Daniel A.

- Basto, Jessie

**11/14**

- Ayala, Adriana

- Ramirez, Lorena

**11/15**

- Cruz, Johnny

**11/16**

- Trigueros, Michelle L.

**11/17**

- Perez, Oscar

- Barragan, Bryan A.

- Anievas, Jean M.

- Argueta, Jonathan A.

**11/19**

- Nunez, Betty

- Palavecino, Tamara

- Cerna, Griselda L.

- Sanchez Lopez, Isaura N.

- Hernandez, Channel

**11/22**

- Pelayo Avila, Kevin

**11/23**

- Cervantes, Mayra

**11/24**

- Garcia, Guadalupe

**11/25**

- Garcia, Mario I.

**11/26**

- Castanon, Jacqueline Y.

**11/28**

- Castillo, Ana L.

**11/29**

- Orozco, Odalis

- Cruz, Raul A.

**11/29**

- Jacobo, Andres

## UTAH

**11/01**

- Barlow, Samson R.

**11/02**

- Whitaker, Katie-Anne V.

**11/03**

- Grant, Kalianne

- Tamayo, Sandra

- Alvarado, Angie R.

- Perez, Paola S.

**11/04**

- Camacho, Carlota

- Mendoza, Leticia

- Monteaux, Jesse

- Benevidez, Maria E.

**11/05**

- Merida, Rene J.

**11/06**

- Leon, Joceline G.

- Schow, Thor G.

**11/07**

- Bolanos, Maria

**11/08**

- Serna, Kohen V.

**11/09**

- Larson, Dayton D.

**11/10**

- Gagnier, Dakota A.

- Lopez, Eliu

- Gardner, Abbie M.

- Reyes, Angel G.

**11/11**

- De La Torre, Benjamin C.

**11/12**

- Garca, Joel

- Caldwell, Autumn L.

**11/13**

- Macias, Jessica
- Hernandez, Jennifer

**11/14**

- Dade, Dominic A.

**11/15**

- Herron, Dreena L.

**11/16**

- Gunter, Cameron J.
- Nading, Kayleigh A.

**11/17**

- Huggins, Justin M.
- Roblea, Mayra

**11/18**

- Figueroa, Maria

- Bowman, Dominic J.

- Brown, Savannah J.
- Rutkiewicz, Travis

**11/20**

- Dalling, Jeremy E.
- Mcmurphy, Karen J.
- Moore, Mary S.

**11/21**

- Blanc, Christopher L.

**11/22**

- Leander, Courtney M.

**11/24**

- Bowers, Michael J.

**11/25**

- Roybal, Shahiya K.

**11/28**

- Cebreros, Edith A.
- Bryant, Shantell A.
- Harmon, Ariana N.
- Barba, Giovanni

**11/29**

- Medrano, Adrian
- Luu, Sebastian M.
- Marquez, Daniela
- Cespedes Garcia, Jennyfer

**11/30**

- Guardado, Esmeralda

## NEXT MONTH'S ANNIVERSARIES

### CALIFORNIA

**11/03**

- Lopez, Lorena E.
- Arteaga, Adeli

**11/05**

- Ramos, Matthew A.
- Mejia Sanchez, Verenice

**11/06**

- Rodriguez, Maria

**11/08**

- Lopez Ruiz, Miguel

**11/10**

- Smith, Daniel M.

**11/11**

- Rodriguez, Perla

**11/12**

- Romero, Esmeralda
- Torres, David
- Argueta, Cindy M.
- Contreras, Alba

**11/13**

- Mccoy, Krystal

**11/14**

- Kelli, Marina

**11/15**

- Murillo, Valeria
- Silva, Norma

**11/21**

- Gutierrez, Brenda E.
- Martinez, Martha
- Esquivel, Maria G.
- Aguilar, Maria M.
- Arce, Maria J.
- Arenas, Juan L.
- Arreola, Teodula
- Baltazar, Samuel J.
- Barcenas, Manuel A.
- Calderon, Julia O.
- Chavez, Regina D.
- Condado, Petra
- Esquivel, Yolanda
- Diaz, Lucila
- Gamez Camacho, Veronica
- Gamez, Carlos A.
- Garcia, Gabriela
- Jovel, Jackelyn D.
- Kuziora, Gary J.
- Mani, Victoria S.

- Mata, Rosa I.

- Mellado, Angelica
- Melgarejo, Nydia R.
- Mellado, Bertha
- Mendoza, Asela G.
- Mendoza, Jose G.
- Munoz, Erica
- Nelson, Shawn
- Nomura, Sharon L.
- Ortega, David M.
- Pachero, Beatriz
- Palma, Visitacion
- Perez, Juan
- Perez Lopez, Araceli
- Platas, Josefa
- Pompa Sanchez, Leticia
- Ramos, Angeles
- Rivera Gonzalez, Michelle
- Rivera, Lydia D.
- Rivera, Roxana
- Rodriguez, Adriana T.
- Rodriguez, San Juana
- Salcedo, Rocio
- Sanchez, Cruz
- Sanchez, Jose
- Sandoval, Mario A.
- Soto, Diana
- Valdovinos, Salma



- Valdovinos, Salma
- Vallejo, Antonio
- Vergara, Mizael
- Lopez, Maria M.
- Cuahuizo, Mario
- Martinez, Alejandra
- Sevilla, Jorge
- Suarez, Anthony
- Martinez, Juan
- Pascual, Jocelyn J.
- Troncoso, Maria
- Angeles, Zenaida A.
- Garcia, Juan
- Enciso, Rosa A.
- Figueroa, Aida
- Acevedo, Alfredo
- Lopez, Shari
- Siquin, Cleotilda

- Bravo, Gerardo M.
- Alarcon, Claudia Y.
- Mendez, Julio
- Orellana Escobar, Neydi G.
- Garcia, Saul
- Torres, Salvador G.

### **11/22**

- Flores, Benedicto
- Cenicerros, Maria G.
- Lopez, Jose L.
- Flores, Benedicto
- Cenicerros, Maria G.
- Lopez, Jose L.

### **11/23**

- Nunez, Gonzalo L.

### **11/24**

- Santiago, Ninfa
- Huerta, Marlen A.
- Rivera, Jorge R.

### **11/25**

- Jacinto, Andrea S.

### **11/26**

- Alvarez, Adriana

### **11/27**

- Villegas, Maria
- Lopez Murillo, Cecilia

### **11/29**

- Bernal, Grace

# 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!



## MAINTAINING A CLEAN WORK ENVIRONMENT: The Primary Asset for All Quick-Service Restaurants

*"A Clean Environment Is A Safe Environment"*

