

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.



Customer service is paramount in today's quick-service industry. Customer expectations are higher than ever before. In this highly competitive market, customers have elevated expectations for fast, efficient, and personalized service. They are seeking seamless experiences that transcend mere transactions. Exceptional customer service sets our business apart from others by creating positive impressions and fostering customer loyalty.

A well-functioning drive-thru system is crucial as it enhances convenience, speed, and customer satisfaction, enabling efficient service and meeting the demands of today's on-the-go customers.

BE PREPARED AND PROMPT AT THE DRIVE-THRU

If customers are using the drive-thru, it's because they want fast service, and that should be provided by ensuring your drive-thru is fully stocked with napkins, condiments, etc. This will reduce the wait time and make customers happy.

CHEERFUL GREETING AT A DRIVE-THRU ALSO BRIGHTENS A CUSTOMER'S DAY

Once they're ready to order, customers want a friendly and clear communication while ordering at the drive-thru. Clear communication ensures orders are taken down correctly. And being able to hear cheerful greetings will brighten a customer's day, leaving a good impression, and having customers wanting to return.

Thank you team. Have a great July!

STELLARIS GROUP

NORTH STAR MONTHLY

www.stellarisgrp.com

MONTHLY NEWSLETTER JULY 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.

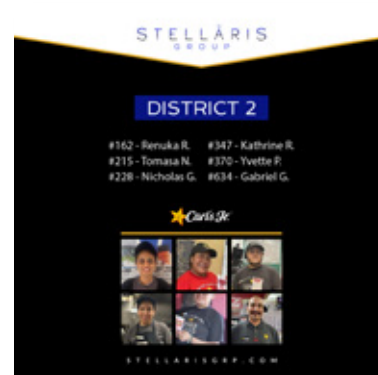
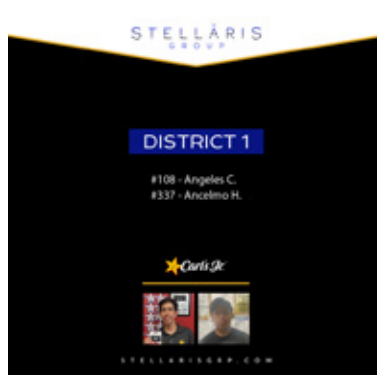
In addition to the fact that our **Employees of the Month** are rewarded with coupons, discounts and material gifts, we also make sure that they can have access to our training programs and other specific task courses.

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.

TEAM MEMBER SPOTLIGHT

CARL'S JR EMPLOYEES OF THE MONTH - JUNE CALIFORNIA

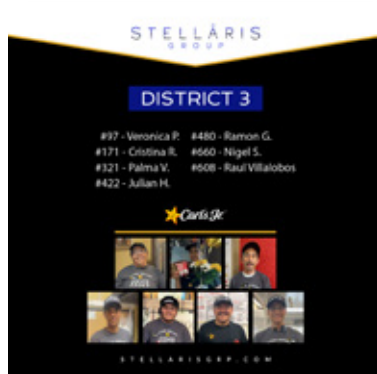
Fueling Success with Grit and Determination



Recognizing and rewarding the achievements of **Stellaris's best Employees of the Month** is of great importance as it acknowledges their exceptional performance.

Awards like this one serve as powerful motivators, instilling a sense of pride and accomplishment in all of our employees. By celebrating their achievements, we reinforce their value and contribution to our organization, fostering a positive work culture where excellence is acknowledged and rewarded.

Recognizing Excellence: Awarding Our Stellar Employees of the Month!



Congratulations to all the employees of the month for **District 3 and 4!** Your exceptional dedication and unwavering attention to detail have earned you the well-deserved title of "Employees of the Month."

Your hard work and commitment shine brightly, setting a remarkable example for everyone. Keep up the outstanding efforts, and continue to inspire greatness within our organization.

Well done!

CARL'S JR EMPLOYEES OF THE MONTH - JUNE UTAH AND IDAHO

Keep Standing Out And Making Us Proud!



We are thrilled to announce that **Districts 5, 6, and 7** have been some of the shining stars of Stellaris during the month of June. Your exceptional dedication, hard work, and unwavering commitment have resulted in outstanding team performances that deserve our utmost admiration and appreciation.

Your collective efforts have not only set the benchmark for excellence but have also showcased our Stellaris spirit. Despite any challenges or difficulties that may arise, you have consistently demonstrated resilience, teamwork, and a passion for providing unparalleled service to our customers.

You have exemplified what it means to be part of Stellaris' team!

Embracing Our Extraordinary Achievers Who Soar Above and Beyond



We are thrilled to take this moment to recognize and celebrate the exceptional individuals in **Districts 8, 9, and 10** who have gone above and beyond to provide unparalleled service to our valued customers. Your hard work, dedication, and commitment to excellence have not only set a high standard within your respective restaurants but have also made a lasting impact on our customers' experiences.

We understand the fast-paced nature of your roles and the countless demands you face daily. Yet, you have consistently demonstrated exceptional teamwork, professionalism, and a customer-centric approach that truly sets you apart.

A Heartfelt Appreciation For Your Exceptional Achievements



On behalf of the entire Carl's Jr team, we want to express our sincere gratitude for the unique contributions each of you has made to our teams in **Utah and Idaho**.

Your infectious laughter, warm personalities, and genuine care for your colleagues have created a sense of camaraderie that brings joy to our workplaces. Your dedication to customer service and your willingness to lend a helping hand embody the spirit of teamwork that we value at Stellaris.

Thank You for Being Stellar Members



We would like to extend our heartfelt appreciation to the outstanding individuals who have been selected as the Employees of the Month for our **District 12's Carl's Jr.** Your dedication, positive energy, and commitment to creating a welcoming atmosphere in our restaurants have not gone unnoticed.

Your exceptional teamwork and ability to make our employees and customers feel like part of a strong team are truly commendable.

STELLARIS'S EMPLOYEES OF THE QUARTER

CARL'S CALIFORNIA



CARL'S UTAH AND IDAHO



Being named **Employee of the Quarter** requires demonstrating consistent and sustained excellence over an extended period. This recognition applauds individuals who consistently exceed expectations and show unwavering commitment to their work. It also acknowledges their ability to maintain exceptional performance levels consistently, setting a benchmark for others at Carl's Jr.

For everyone at Stellaris, striving to become the **Employee of the Quarter** should be an aspirational goal. It symbolizes a pursuit of excellence and an unwavering dedication to delivering outstanding results.

NEXT MONTH'S BIRTHDAYS

CALIFORNIA

08/01

- Cortez, Sebastian

08/02

- Ordonez, William

08/03

- Arias, Wendy
- Olivares, Aimee V.
- Figueroa, Maria A.

08/04

- Rosales, David G.
- Sanchez, Cruz

08/06

- Rivas, Maria G.
- Zamorano, Sabina
- Torres, Salvador G.

08/07

- Luna, Anny
- Ceballos, Emanuel

08/09

- Jacobo, Adriana
- Carmona, Yolanda

08/10

- Rojas, Jennifer

08/12

- Garcia, Misael

- Mendoza, Jose G.
- Paniagua, Benjamin
- Abramson, Sanika M.
- Cenicerros, Maria G.

08/13

- Ortega, Salomon

08/14

- Ramirez, Carlos
- Bravo, Maria R.

08/16

- Condado, Joaquin
- Tello, Daisy A.

08/17

- Gamez, Carlos A.
- Kelli, Marina

08/18

- Lopez, Martha

08/19

- De Los Santos, Daisy

08/20

- Carrillo, Sahara

08/21

- Lopez, David

08/23

- Uyeki, Renee

08/24

- Lopez, Brayan
- Munoz, Felipe
- Lozano, Valeria
- Estrada, Odalys A.

08/25

- Argueta, Cindy M.
- Gutierrez, Brenda E.

08/26

- Nunez, Gonzalo L.
- Moreno, Derek
- Alexander, Alicia F.

08/28

- Perez, Juan C.

08/29

- Sandoval, Mario A.
- Gutierrez Dominguez, Ruben

08/30

- Valencia, Javier

08/31

- Jovel, Jackelyn D.

UTAH

08/01

- Wright, Richard J.

08/02

- Nieto, Juan M.
- Moran, Julian A.
- Avila, Julio C.

08/03

- Rounkles, Mary B.
- Rosas, Cesar J.
- Thunder Hawk, Dylan S.

08/04

- Pedro, Cookie A.
- Hilario, Haley A.
- Charley, Raechelle R.

08/05

- Vazquez, Maria

- Sosa, Karen
- Padilla, Austin J.

08/07

- Erickson, Chrystal A.

08/08

- Wilson, Anthony L.
- Bernal, Arturo A.

08/10

- Gamboa, Leonardo
- Morin, Crystal

08/12

- Velasquez, Isaiah L.
- Lazo, Danny J.
- Martinez, Jonathan J.

08/13

- Banuelos Flores, Leticia

- Ramirez, Silvy
- Gardner, Trey A.
- Hinojos, Jose C.
- Pacheco, Alexia R.
- Richards, Elena

08/15

- Gomez, Clara
- Camacho, Kitzya

08/17

- Arroyo, Carmen
- Hernandez, Daisy
- Flores, Katherine

08/18

- Herrera, Janet
- Castellano, Guadalupe
- Gomez, Rocio

08/19
- Jeronimo, Estela
- Garcia, Maria E.
- Haynie, Andrew B.

08/20
- Yac, Alondra L.
- Ware, Brenden D.

08/21
- Serrano, Gustavo

08/22
- Meyers, Aaron L.
- Biggs, Mckayla J.

08/23
- Gingerich, Billy R.
- Cervantes, Leticia

- Diaz, Venicia
- Ledesma, Guadalupe M.
- Rivera, Fatima M.
- Price, Dakotah I.

08/25
- Velasco, Maria
- Luna, Monica M.
- Bodily, Tyler C.

08/26
- Calix, Angel G.

08/27
- Young, Joseph C.

08/28
- Paredes, Steffanee
- Talamantez, Treyson G.

08/29
- Cervantes, Fabiola C.
- Abrajan, Diana I.

08/30
- Diemert, Brenda M.
- Torres, Jacqueline

08/31
- Barragan, Diana E.
- Rios, Jonathan J.
- Rios, Jose A.

NEXT MONTH'S ANNIVERSARIES

CALIFORNIA

08/05
- Barragan, Diana E.
- Rios, Jonathan J.
- Rios, Jose A.

08/07
- Martinez, Andrea
- Corona, Linet

08/10
- Martinez, Leslie J.

08/11
- Gomez, Brigitte

08/13
- Rodriguez, Maria D.

08/14
- Silva Vallecillo, Gabriela M.
- Miranda, Christine D.

08/15
- Cervante, Celia

08/17
- Hidalgo, Victoria C.

08/19
- Jaramillo, Angela E.

08/21
- Alvarado, Laura S.
- Topete, Reyna

08/28
- Perez, Elizabeth

08/29
- Perez, Juan 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

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 a 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!



AT STELLARIS WE WANT TO ELEVATE OUR
COLLECTIVE EXCELLENCE

**GARNERING THE POWER OF
CONSISTENT GREATNESS!**

*"If you want to be successful, you need consistency.
If you don't have it, you've got nothing".*

Paul Merson

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