



## 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.



The Quick Service Restaurant (QSR) industry is highly competitive, and customer satisfaction often determines if a customer will come back or not. So, what influences customers in selecting between similar options? The answer lies in exceptional attention and a comfortable fast-food experience. Our staff plays an integral role in creating an inviting atmosphere for our cherished customers. We aim for every guest who walks through our doors to feel as though they are entering a clean and well-kept environment.

### HERE ARE NOVEMBER'S BEST PRACTICES:

**1.- Customers are more likely to enjoy their fast food experience and return to our restaurants if the restrooms are well-maintained.**

A clean restroom reflects the overall hygiene standards of your restaurant, sending a message to the customer that you care about their well-being and maintain a clean and healthy environment. A well-kept restroom enhances your restaurant's reputation and encourages customers to return.

**2.- In addition to keeping restrooms clean, ensuring they are stocked with supplies such as toilet paper, soap, seat covers, and napkins also contributes to a positive impression.**

Restrooms should be regularly checked to ensure all these products are ready and available. Just one negative restroom experience can create a lasting impression that customers are likely to share with others.

**Remember: clean restrooms lead to happy and comfortable customers.**

Thank you, team. Have a great 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 NOVIEMBRE:

La industria de restaurantes de servicio rápido (QSR) es altamente competitiva. La satisfacción del cliente a menudo determina las elecciones.

¿Qué influye en los clientes al seleccionar entre opciones similares? La respuesta radica en una atención y experiencias excepcionales.

#### AQUÍ ESTÁN LAS MEJORES PRÁCTICAS DE NOVIEMBRE:

**1.- Nuestro personal juega un papel integral en la creación de un ambiente acogedor para nuestros queridos clientes. Nuestro objetivo es que cada huésped que atraviesa nuestras puertas se sienta como si estuviera entrando en un ambiente limpio y bien cuidado.**

Es más probable que los clientes disfruten de su experiencia gastronómica y regresen a nuestros restaurantes si los baños están bien mantenidos.

Un baño limpio refleja los estándares generales de higiene de su restaurante. Le envía un mensaje al cliente de que usted se preocupa por su bienestar y mantiene un ambiente limpio y saludable. Un baño bien mantenido mejora la reputación de su restaurante y fomenta el regreso de los clientes.

**2.- Además de mantener los baños limpios, asegurarse de mantenerlos abastecidos con suministros como papel higiénico, jabón, cubre asientos y servilletas también crea una impresión positiva.**

Los baños deben revisarse con regularidad para garantizar que todos estos productos estén disponibles. Una sola mala experiencia en el baño puede crear una mala impresión que los clientes probablemente compartirán con otros.

**Recuerda: baños limpios equivale a clientes felices y cómodos.**

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

# STELLARIS GROUP

## NORTH STAR MONTHLY

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

### MONTHLY NEWSLETTER NOVEMBER 2023

#### Stellaris Family

November 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 CALIFORNIA EMPLOYEES OF THE YEAR





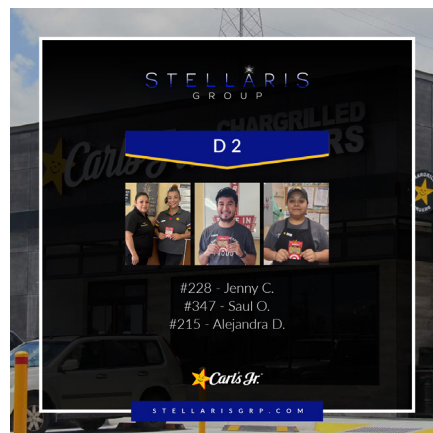
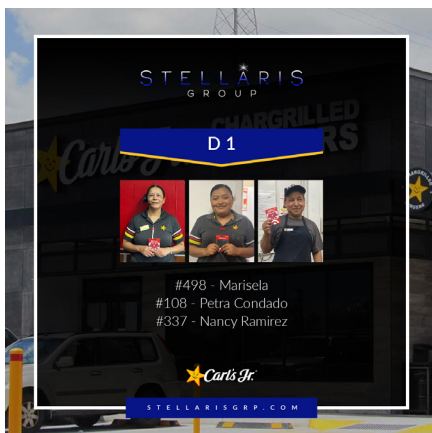
**Shoutout to our incredible Employees of the Year from our four California districts!**

These individuals have consistently excelled, bringing their A-game every day. They are dedicated customer service experts who have elevated our restaurants to legendary status.

Their commitment to excellence is the driving force behind Stellaris' success in California. They embody the spirit of our brand, delivering an unmatched fast food experience that leaves our customers craving more.

A huge congratulations to our Employees of the Year

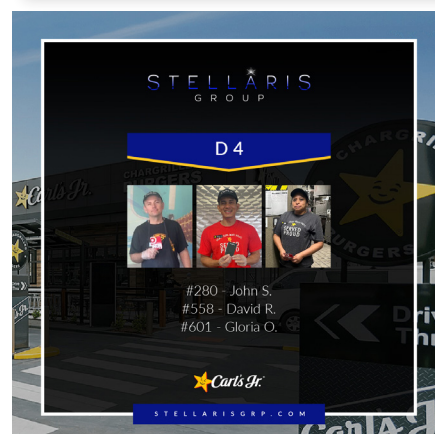
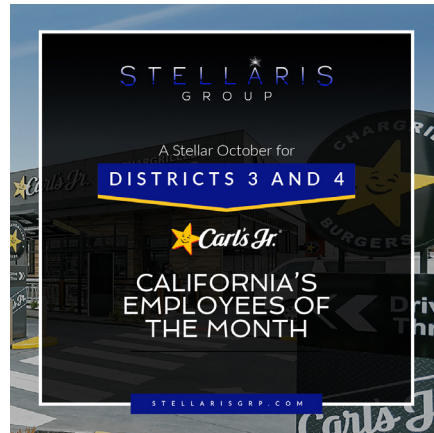
**CARL'S JR STELLARIS EMPLOYEES OF THE MONTH CALIFORNIA**



Dear Team Members of Districts 1 and 2,

Districts 1 and 2 exceptional work within our organization and unwavering commitment to our common goals are truly inspiring. We are incredibly fortunate to have such a remarkable team of individuals who embody the spirit of determination.

Thank you for being the backbone of our organization. Your contributions are invaluable, and **we are immensely grateful for each and every one of you.**



Let's give a round of applause to our outstanding employees of the month for October in Districts 3 and 4!

Your dedication to providing top-notch customer service while maintaining impeccable order and cleanliness has truly set you apart. Your hard work and commitment are the driving forces behind our success, and we are incredibly grateful for your contributions.

Thank you for consistently raising the bar and making Carl's JR the go-to destination in California!

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

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Meet the Team Members Who Make Carl's Jr. Stellaris Shine

**UTAH AND IDAHO'S**

EMPLOYEES OF THE MONTH FOR OCTOBER

*Carl's Jr.*

D5 - D6 - D7 - D8



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**D5**


#944 - Jeremy W.

#909 - Erin D.

#141 - La Shanna D.

#140 - Ty W.

*Carl's Jr.*



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**D6**


#656 - Luisa G.

#93 - Paulina V.

#99 - Maria H.

#86 - Javier A.

*Carl's Jr.*



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**D6**

#322 - German H.

#320 - Deoncia J.

#241 - Christian S.

*Carl's Jr.*



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**D7**

#312 - Raquel M.

#279 - Roberto M.

#16 - Jeremiah C.

*Carl's Jr.*



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**D7**

#411 - Jose M.

#09 - Israel A.

#371 - William R.

*Carl's Jr.*



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**D8**


#188 - Steve O.

#335 - Andrea R.

#367 - Kency C.

#602 - Cherosheky R.

*Carl's Jr.*



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**D8**

#2671 - Roger A.

#21 - Carolina G.

#380 - Patricia D.

*Carl's Jr.*

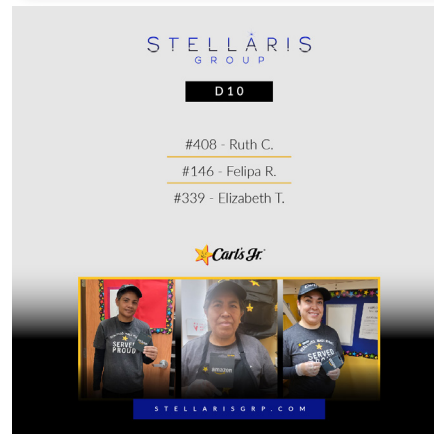
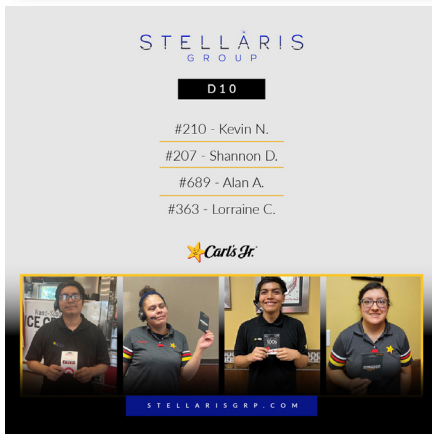
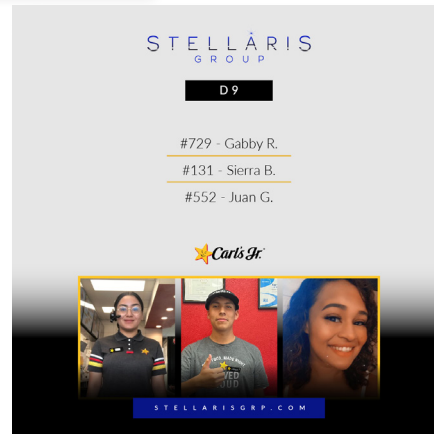
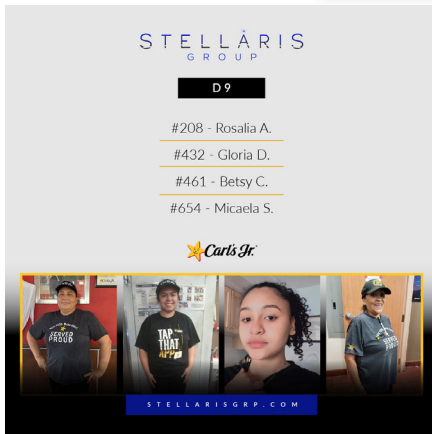
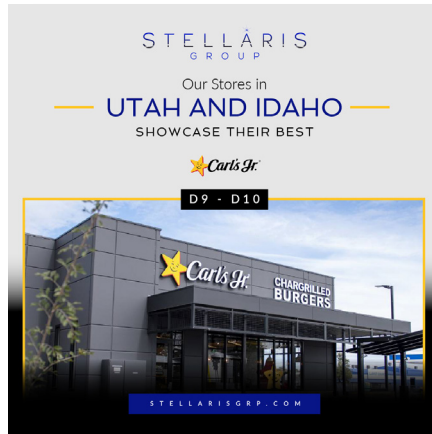


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Meet the dedicated team members from Utah and Idaho's Carl's Jr. We're highlighting the exceptional individuals who work in our stores, consistently contributing to making Carl's Jr.-Stellaris a place where delicious food and exceptional service come together.

From districts 5 to 8, these employees have had an outstanding October, demonstrating unwavering dedication, exceptional customer service, and a passion for excellence.

Congratulations to our amazing Employees of the Month!



**We are proud to announce the Employees of the Month for October in Districts 9, 10, and 11!**

These individuals have accomplished a monumental task by standardizing work protocols that maximize the effectiveness of our customer service. Their dedication to excellence is evident in the quality of their work and the satisfaction of our customers.

**Thank you for being there for us every single day!**

# MESSAGE FROM LEADERSHIP



Our Stellaris-Carl's Jr. employees exemplify the attitude of gratitude like no other.

Despite the demanding nature of their jobs, they consistently greet customers with a smile and serve them with genuine care. They recognize that their work extends beyond merely preparing burgers and fries; it's about crafting a positive experience for every individual who enters our doors.

Their devotion to their craft and their unwavering commitment to making a difference are genuinely inspiring. **Thank you for being role models for the rest of our team members!**





As we reflect on another year of growth and success, we want to take a moment to express our deepest gratitude to each and every one of you. Your dedication, hard work, and passion are the driving forces behind all that we achieve.

Whether you've been with us for years or have recently joined our team, your contributions are invaluable. You bring fresh perspectives, innovative ideas, and an unwavering commitment to excellence that never ceases to amaze us.

Thank you for making Stellaris a truly special place to work. We are incredibly proud to have you as part of our team and eagerly anticipate many more years of shared success.

With heartfelt appreciation,

**The Stellaris Leadership Team**

## ANNOUNCEMENTS



### **Celebrating Excellence and Team Spirit at Carl's Jr.**

We're thrilled to recognize and celebrate our Donald FK Karcher Award Winners at the SFA conference in Scottsdale, Arizona for their outstanding contributions to Carl's Jr.'s success. Their dedication to our brand's values and their commitment to excellence are truly inspiring.

**Join us in congratulating our award winners and looking forward to our upcoming meetups!**

# NEXT MONTH'S BIRTHDAYS

## CALIFORNIA

**12/01**

- Melgarejo, Nydia R.

**12/04**

- Calvillo, Raquel  
- Perez, Veronica

**12/05**

- Suarez, Anthony

**12/06**

- Mendoza, Asela G.

**12/07**

- Aguilar, Gabriela M.  
- Lopez, Maria M.

**12/08**

- Galan, Heidy

**12/10**

- Salinas, Ana B.

**12/12**

- Bernal, Grace  
- Valdovinos, Salma

**12/15**

- Morales, Karina  
- Baeza, Sofia

**12/18**

- Flores, Zulma

**12/20**

- Cuahuizo, Mario  
- Espejo, Juan J.  
- Velasquez, Araceli  
- Pineda, Xochitlahuac G.

**12/22**

- Flores Navarrete, Tomasa  
- Cuevas, Marisa

**12/23**

- Martinez, Miriam

**12/26**

- Mendoza, Praxedis L.

**12/28**

- Castro, Gissia A.

**12/30**

- Olea, Manuel  
- Pacheco, Angelina  
- Olmedo, Margarita  
- SantaCruz, Martin

## UTAH

**12/01**

- Morales, Melissa B.

**12/03**

- Alcalá, Nancy  
- Castillo, Abril  
- Smith, Michael A.

**12/05**

- Reyes, Jovani  
- Madrigal, Lizbeth E.

**12/06**

- Jimenez, Deonicia

**12/07**

- Gonzalez, Alma L.

**12/08**

- Buckler, Haylee B.  
- Cazares, Mariana

**12/09**

- Ruiz, Victor M.  
- Valentine, Kaleb R.

**12/10**

- Kilgore, Charlotte A.  
- Anderson, Anna M.  
- Anderson, Faith M.  
- Plute, Blaydon E.

**12/11**

- Estrada, Anacleto  
- Criddle, Dylan C.

**12/12**

- Candela, Domitila  
- Gonzalez, Amanda K.  
- Sarco, Ricardo  
- Vargas Rosales, Alma G.

**12/13**

- Diffrient, Rachael L.  
- Hernandez, Andres  
- Reh, Dee

**12/14**

- Almanza, Guadalupe  
- Alcantar, Shanetell N.

**12/15**

- Suarez, Edilhet  
- Lopez, Norma  
- Roan, Dwayne

**12/16**

- Walling, Christopher

**12/17**

- Bahena, Adelaida  
- Hudiburg, Mackenzie L.  
- Young, Christopher T.

**12/18**

- Janti, Joshua J.

**12/19**

- Rea, Diego  
- Lopez, Diana Y.  
- Juhasz, Careena E.  
- Slaugh, Paige J.

**12/21**

- Nielson, Lisa M.  
- Romero, Madelyn M.  
- Brooks, Journey W.

**12/22**

- Brown, Riley J.
- Wright, Jeffreyah
- Toledo junior, Valentin
- Braegger, Aubrea L.

**12/23**

- Molina, Juan C.

**12/26**

- Arreola, Maria
- Jeronimo, Teresa
- Rogers, Michael P.

**12/27**

- Dorado, Izabeth

**12/28**

- Robinette, Jace L.

**12/30**

- Jimenez, Aracely
- Nunez, Carolina

**12/31**

- Gonzalez, Angel B.

## NEXT MONTH'S ANNIVERSARIES

### CALIFORNIA

**12/04**

- Argueta, Armida
- Sanchez, Daisy G.

**12/04**

- Argueta, Armida

**12/06**

- Gamino, Virginia
- Fuentes, Eriberto

**12/08**

- Robinson, Lucinda

**12/09**

- Florindo, Guillermo

**12/10**

- Perez, Veronica
- Martinez, Miriam
- Daniels, Simona

**12/11**

- Rojas, Cristina

- Ceballos, Emanuel
- Ortega, Salomon

**12/14**

- Paniagua, Benjamin
- Camarena, Oralia

**12/15**

- Rivera, Abigail
- Velazquez, Jorge A.

**12/17**

- Lozano, Valeria

**12/18**

- De Santiago Cobarruvias, L.

**12/19**

- Mena, Jesus
- Mutal, Kevin

**12/21**

- Perez, Luz Y.

**12/22**

- Davis, Kara E.
- Espejo, Juan J.
- Carmona, Yolanda

**12/23**

- Silva, Dulce I.

**12/26**

- Rascon, Erick

**12/27**

- Ordonez, William

**12/29**

- Anievas, Jean M.
- Bailey, Krystal M.

# 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)

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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!



*"A grateful mind eventually attracts itself to great things".*

*Plato*



AT STELLARIS, WE DEEPLY APPRECIATE AND TAKE  
PRIDE IN EVERYONE WHO BELIEVES IN US.

