



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 industry is fiercely competitive, with customers often basing their decisions on small details that many restaurants may take for granted or even consider unimportant. So, what makes a person choose between two similar offers? The main factor is always excellent attention and providing a comfortable experience.

That is why, at Stellaris, we understand how essential it is to focus on providing top-notch customer service in order to stand out from the competition.

Be Prompt and Attentive. Promptly taking care of customers' needs is an essential aspect of providing good customer service. When a customer places an order, make an effort to return it to them quickly. If their order is taking longer than usual, be upfront and inform them that it is taking extra time. Assure them that you are working diligently to prepare their order and will bring it to them as soon as it is ready. This way, customers are aware that their needs are our priority.

Check On Your Customers Often. Good customer service involves attending to the customers frequently, even in a fast food restaurant. By regularly checking on your customers and asking if they need any condiments or dessert, you let them know that you are making every effort to create an exceptional dining experience for them.

Thank you team!

“ It is amazing what you can accomplish if you do not care who gets the credit. ”

Harry Truman

STELLARIS
GROUP

STELLARIS GROUP

NORTH STAR MONTHLY

www.stellarisgrp.com

MONTHLY NEWSLETTER JUNE 2023

Stellaris Family

May 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.

OUR GROWTH

STELLARIS BUILDING COLLABORATIVE TEAMS THAT THRIVE

The **Employee of the Month award** is a significant recognition our company gives to members who excel in their performance each month. The criteria for this award are shared transparently by the management positions at each Carl's Jr store. Any of our workers have the potential to become Employee of the Month or even more. These qualities are inherent in all of us and simply require a little encouragement to arise. At Stellaris and Carl's Jr, we strive to make these recognitions a regular and essential part of our company's culture.

TEAM MEMBER SPOTLIGHT

EMPLOYEES OF THE MONTH - MAY CARL'S JR - CALIFORNIA



District 1 is home to numerous high achievers. Selecting only three members for this recognition posed an exceedingly difficult task. Congratulations are in order for these three outstanding team members of the Stellaris group. Your diligent work and unwavering dedication have not gone unnoticed, and undoubtedly, they will pave the way for even greater accomplishments in the future.



The employees of the month from Carl's Jr. **District 2** were able to pass all of our quality assurance reviews with excellence. Their high standards and attention to detail enable this district to continue its expansion across the state.



District 3 continues to receive great reviews across the board. The best members for May reflect this positive feedback and are recognized for their consistent delivery, even in the hectic environment of QSRs.



When **District 4** embarks on selecting its employees of the month, it encounters a significant challenge. This district consistently garners high rankings, making it an exceptional accomplishment to be chosen as one of the best employees.

These seven remarkable achievers had to compete against a vast array of immensely committed individuals. Join us in celebrating their stellar triumph!

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



District 5 is celebrated for its ability to swiftly integrate new employees into the Stellaris culture of quality and excellence. Their approach is not only highly effective but also easy to implement. Many of their employees of the month have been with us for several months, which attests to the efficiency of their practices.



In **District 6**, the employees of the month are some of the finest you can find. They must meet several highly demanding criteria before being selected as the top performers of the month. The winners for May serve as exemplary role models for all our new members.



District 7 follows a similar trajectory, boasting a plethora of restaurants and talented individuals who make up its teams. As one of our districts with the highest number of stores, being chosen as one of their employees of the month is a monumental achievement.



District 8 is renowned in our organization for its high worker retention rate. Simply being a part of this district is an accomplishment in itself. The elevated retention rate also implies that the conditions in all District 8 stores are optimal, fostering an environment where individuals can truly enjoy their workdays.



The primary criterion for selecting employees of the month in **District 9** is reliability. These five individuals exemplify punctuality, reliability, and trustworthiness.



District 10 achieved an A+ score for May. These six individuals excelled in all their tests and executed their assignments with finesse.



District 11 sets a remarkable example within the Carl's Jr. organization by effectively integrating individuals of various ages and backgrounds into a harmonious and unified team.



Last but not least, **District 12** impresses us with a succession of "Employees of the Month" who have consistently exhibited qualities such as tenacity, responsibility, and a deep sense of pride in Stellaris.

**We're always looking for new talent to join our family.
 Spread the word among your friends and communities!**

NEXT MONTH'S BIRTHDAYS

CALIFORNIA

07/01
- Garcia, Carmen

07/02
- Condado, Petra
- Rascon, Erick

07/04
- Enciso, Rosa A.

07/05
- Mccoy, Krystal

07/08
- Bermudez, Cynthia E.
- Meza, Norma

07/09
- Applebaum, Adam T.

07/10
- Carter, Tia S.
- Alcaraz, Maria

07/11
- Santibanez, Josefa

07/13
- Cruz, Patricia

07/14
- Yoc, Arsenia

07/16
- Lopez Murillo, Cecilia

07/17
- Nunez, Evelyn
- Fermin, Alejandro

07/18
- Martinez, Erica
- Frias, Marina

07/21
- Garcia, Gabriela
- Gabriel, Brandon J.
- Gonzalez, Daniela O.

07/23
- Romero, Gustavo

07/24
- Orozco, Gloria
- Rivera, Roxana
- Garcia, Holga
- Tejada, Joseph J.

07/25
- Cruz, Fernando

- Warren, Aaron C.
- Cruz, Ricardo A.

07/26
- Arredondo, Ana M.
- Gomez, Gabriel I.
- Pantaleon, Victor E.
- Santiago, Ninfa
- Silva, Dulce I.
- Godinez, Rosalba
- Ortiz, Josephine

07/27
- Ortega-Montes, Mirna
- Garcia, Saul
- Flores, Melanie

07/28
- Mani, Victoria S.
- Garcia, Priscila A.
- Rodriguez Eugenio, Yamel

07/30
- Robinson, Lucinda
- Gutierrez, Andrea G.
- Lopez, Nancy Y.

07/31
- Santana, Oscar I.

UTAH

07/01
- Saunders, Joshua S.

07/02
- Robles-Mendoza, Maria M.

07/03
- Espinoza, Moises L.

07/04
- Findell, Kyle

07/06
- Finigan, Isabella D.
- Marquez, Benito E.
- Golding, Casey
- Hernandez, Guadalupe
- Perez, Maria E.
- Macias, Lourdes M.
- Sanchez Hernandez, Marcela

07/07
- Jones, Christopher L

07/08
- Moss, Mitchell R.

- Borceguin, Griselda
- Mccauley, Melissa A.
- Rivera Lozano, Paula

07/09
- Colin, Norma
- Perez, Magaly

07/10
- Bowen, Emma M.
- Garcia, Jenifer
- Reyes, Sandra P.

07/11
- Lopez, Andrea
- Duran, Yasmin

07/13
- Olayo Morales, Lucila

07/15
- Vazquez, Wendy

07/16
- Molina, Irene
- Cortez, Adelina
- Shindurling, Tiffany

07/17
- Aguirre, Rocio
- Rodriguez, Julie A.
- Martinez, Reina
- Santuario, Ana K.
- Coughran, Stephanie

07/20
- Perez, Salvador
- Reyes, Glinis O.
- Peterson, MeKenna D.

07/21
- Furniss, Annette M.
- Knowles, Nicholas J.
- Burningham, Kade B.

07/22
- Salinas, Maria
- Beauvoir, Ronnie

07/23
- Benglan, Kory J.

07/24

- Hofmeister, Lisa A.
- Godfrey, Kayden Ray L.

07/25

- Catalano, Maranda K.
- Lopez Medina, Ashley M.

07/26

- Catalano, Maranda K.
- Lopez Medina, Ashley M.

07/27

- Robertson, Shara L.
- Cabrera, Javier S.
- Holt, Samantha

07/28

- Diaz de Mata, Juan P.
- Ledesma, Christopher B.

07/29

- Gagnier, Chantel M.

- Muya, Takeshi M.
- Richards, Emily

07/31

- Martinez, Alma
- Martinez, Anna
- Ramon, Adriana
- Mangum, Adam D.

NEXT MONTH'S ANNIVERSARIES

CALIFORNIA

07/01

- Garcia, Priscila A.

07/02

- Cruz, Fernando

07/04

- Mejia, Moises

07/05

- Cadena, Rosendo
- Vergara, Lucia

07/06

- Mihualtecatl, Veronica
- Munos, Jacqueline

07/08

- Castanon, Jacqueline Y.

07/10

- Rivera Prado, Maricela

07/13

- Valencia, Sara

07/14

- Velazques, Lilene
- Briones, Dangelo
- Aquino Uzcategui, Jose

07/16

- Castillo, Mistica D.

07/17

- Cordova, Maria Del Carmen
- Ramirez, Itchel S.
- Sanchez Lopez, Isaura N.
- Cruz, Johnny
- Orozco, Gloria

07/19

- Abramson, Sanika M.
- Cabaloza, Manrico D.
- Lopez, Olga

07/21

- Olea, Manuel

07/23

- Rojas, Jennifer

07/27

- Luna, Anny
- Nunez, Evelyn
- Pineda, Xochitlahuac G.

07/28

- Contreras, Jenny F

07/29

- Ignacio, Alie L.
- Hernandez Avila, Lucia

07/30

- Ramirez, Claudia

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 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!



STELLARIS ACHIEVING SUCCESS WITH COHESIVE TEAMS

“ Teamwork makes the dream work. ”

John C. Maxwell

STELLARIS
GROUP