



## 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 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.

### 1. CULTIVATING CAMARADERIE:

- Team-building activities: Aim to organize regular events with your team, such as game nights, potlucks, or gatherings to share delicious food and stories. These activities can nurture relationships and foster shared memories.
- Buddy system: Pair new employees with experienced team members for mentorship and support. This fosters a welcoming environment and promotes knowledge sharing.
- Recognition and rewards: Celebrate both individual and team achievements collectively. Publicly acknowledge successes and provide rewards for collaborative efforts.

### 2. EFFECTIVE HIERARCHY AND ROLES:

- Clearly defined roles and responsibilities: Ensure that everyone in the store understands their specific tasks and expectations. This practice helps avoid confusion and minimizes wasted effort.
- Empowered leadership: Leaders in each restaurant should be approachable, supportive, and provide clear direction while encouraging initiative and problem-solving within their teams.
- Regular feedback and performance reviews: Offer constructive feedback to your peers and engage in discussions to identify strengths, weaknesses, and areas for improvement. This fosters individual growth and optimizes team performance.
- By adhering to these best practices, you can efficiently address customer complaints and improve our customer service.
- Additionally, demonstrating to customers that you value their feedback and are dedicated to providing them with a positive experience is crucial.

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



## MEJORES 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 probabilidades de convertirse en clientes habituales.



La industria de Restaurantes de Servicio Rápido (QSR) es altamente competitiva, y el servicio al cliente es nuestra herramienta más importante para el éxito. Ser paciente con clientes molestos no es una tarea fácil; sin embargo, es crucial recordar que son personas que atraviesan una situación negativa. Al mostrar paciencia y comprensión, puedes resolver problemas de manera efectiva y fomentar relaciones más sólidas con los clientes.

### 1. CREAR UN AMBIENTE DE CAMARADERÍA

- Actividades para fomentar el trabajo en equipo: Organiza eventos regulares con tu equipo, como bolos, comidas compartidas o eventos deportivos. Esto puede fomentar las relaciones y crear recuerdos compartidos.
- Sistema de compañeros: Empareja a los empleados nuevos con los más experimentados para que les proporcionen orientación y apoyo. Esto crea un ambiente acogedor y fomenta el intercambio de conocimientos.
- Reconocimiento y recompensas: Celebra los logros individuales y del equipo juntos. Reconoce públicamente los éxitos y ofrece recompensas por los esfuerzos de colaboración.

### 2. JERARQUÍA Y ROLES EFECTIVOS:

- Roles y responsabilidades claramente definidos: Asegúrate de que todos entiendan sus tareas y expectativas específicas. Esto evita confusiones y duplicidad de esfuerzos.
- Liderazgo capacitado: Los líderes de cada restaurante deben ser accesibles, solidarios y brindar instrucciones claras, a la vez que fomentan la iniciativa y la resolución de problemas dentro de sus equipos.
- Retroalimentación y evaluaciones de desempeño: Proporciona comentarios constructivos a tus compañeros y hablen entre ustedes para identificar fortalezas, debilidades y áreas de mejora. Esto promueve el crecimiento individual y la optimización del equipo.
- 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!

## MONTHLY NEWSLETTER FEBRUARY

### DEAR STELLARIS FAMILY

Here's our Monthly Roundup!

The aroma of deliciousness isn't the only thing wafting through the doors of Stellaris - Carl's Jr. this month! As another calendar page turns, we're here to serve up a hot update on all things Stellaris, filled with stories of accomplished team members, exciting growth, and all the sizzling opportunities the year has in store for us!

Let's shine a starlight on our Employees of the Month! Employees of the Month! From manning the grills with a positive spirit to welcoming customers with smiles brighter than our signature star logo, these individuals embody the heart and soul of Stellaris. In the pages that follow, you'll meet their radiant faces, learn about their remarkable accomplishments, and discover why they're the ones who keep guiding our North Star.

## OUR GROWTH

At Stellaris, we understand that happy, empowered team members lead to incredible results. That's why we invest in their growth and well-being.

Stellaris goes beyond food. We nurture leaders, cultivate passion, and deliver unforgettable customer service. Our people are the secret ingredient. That's why we invest in quality team members to experience Stellar results.



# TEAM MEMBER SPOTLIGHT

## CARL'S JR. - JANUARY EMPLOYEES OF THE MONTH CALIFORNIA

Carl's Jr. earns top scores, and Stellaris recognizes its highest-scoring team members.



Meet this month's Employee of the Month winners!

We aim to create a workplace where everyone feels valued and heard. Through recognitions like our Employee of the Month award, we ensure our team feels appreciated and know who's keeping their skills at the top.

When everyone is valued, everyone wins.

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CALIFORNIA

KEEPS ITS QUALITY STARS

*Carl's Jr.*

TOP TEAM MEMBERS FOR JANUARY!

D3-D4

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STELLARIS GROUP

D3

*Carl's Jr.*



#660 Ashley G.  
#171 Maria N.  
#321 Kennet R.

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D3

*Carl's Jr.*



#422 Waldemar F.  
#97 Cecilia G.  
#608 Alfredo A.  
#480 Jonathan G.

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D4

*Carl's Jr.*



#2601 Esmina Garcia.  
#209 Andre Jacobo.  
#212 Juan Valencia.

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D4

*Carl's Jr.*



#158 Betty Nunez.  
#210 Ana Aredondo.  
#558 Veronica Gamez.  
#280 Maria Ceniceros.

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## Quality Stars Align with Stellaris Growth!

All these amazing individuals have utilized the various tools provided by our company to refine their skills and enhance their effectiveness in their respective roles. This symbiotic relationship, where both employees and the company mutually benefit from each other's growth, has enabled us to cultivate a healthy working environment where teamwork is always recognized and rewarded.

# UTAH AND IDAHO

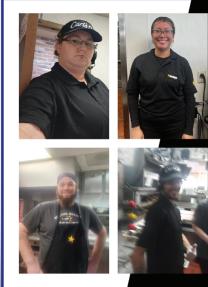
## Level Up with Stellaris!

### Witness Our Growth and Consistency With January's Districts 5, 6 & 7 Employees of the Month!

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DISTRICT 5

#2140 Maxine Deede.  
#1944 Rebekah Crawford.  
#2141 Christopher D.  
#1909 Levi Schroeder.




*Carl's Jr.*

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DISTRICT 6

#2656 Mario P.  
#1100322 Teresa H.  
#20 Tessie M.  
#93 Elsy E.



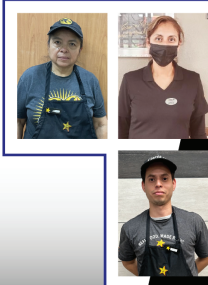
*Carl's Jr.*

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DISTRICT 6

#241 Rocio A.  
#399 Cande C.  
#2786 Numa P.




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DISTRICT 7

#2552 Kalisha M  
#473 Blanca S.  
#411 Krystal W  
#09 Fernanda F.



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DISTRICT 7

#16 Jennaye.  
#279 Elias A.  
#312 Roberta R.  
#371 Andrea J.



*Carl's Jr.*

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Immerse yourself fully in our transformative training, mentorship, and leadership experiences, where every step is illuminated by the guiding light within, revealing the depths of your true capabilities... **just like our employees of the month!**

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GROUP

STELLARIS'  
ENDLESS STRIVE  
FOR EXCELLENCE!

THESE 14 EMPLOYEES  
SHOWCASE THE MERIT OF  
OUR DEDICATION.

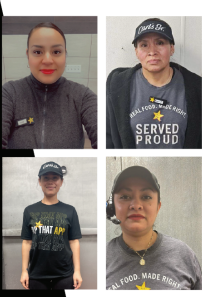
DISTRICT 8 & 9

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DISTRICT 8

STELLARIS  
GROUP



#2671 Iveth V.  
#188 Nicole M.  
#335 Fernanda M.  
#367 Bebelin S.



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DISTRICT 8

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GROUP




#602 Kareli C.  
#21 Daniel P.  
#380 Alfonso M.




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DISTRICT 9

STELLARIS  
GROUP



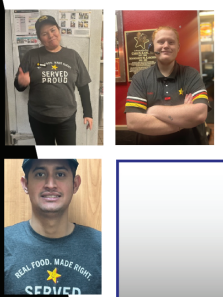
#2729 Maria G.  
#208 Paloma M.  
#432 Concepcion R.  
#461 Luz C.




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DISTRICT 9

STELLARIS  
GROUP



#2654 Maria V.  
#131 Justin G.  
#552 Willy O.



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Being crowned Employee of the Month isn't just about bragging rights.

At Stellaris, everything is about celebrating your success and rewarding your dedication with great benefits and chances to grow your career.

# WITNESS THE POWER OF STELLARIS OPERATIONS

## District 10 Employees of the Month



### DISTRICT 10

#2210 Kevin N.  
#1339 Gerardo Z.  
#1363 Iris C.  
#1146 David R.



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### DISTRICT 10

#1689 Sabrina.  
#207 Laura P.  
#1408 Natalie C.



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Get inspired by real-life success stories and rewards.

Discover how being chosen as Employee of the Month at Stellaris can propel your career forward and unlock a world of possibilities. Join a community that fosters growth and elevates everyone, just like our very own **district 10** team members!

## STELLARIS TEAM MEMBERS DOMINATE JANUARY!

### Honoring December's Dedicated Team Members



### DISTRICT 11

#1101576 Bianka C.  
#2392 Kevin M.  
#1940 Brizeida Juarez.  
#1066 Elian O.



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District 11 employees soared to success with the help of Stellaris' guiding light.

Our Employee of the Month winners exemplify teamwork and a commitment to provide a positive impact within Stellaris.

Despite working in different areas, these individuals' efforts are equally valued and encouraged.



# MESSAGE FROM LEADERSHIP



At Stellaris, we don't just offer leadership; we guide. Drawing on our ample experience, we light the path, tackle challenges honestly, and foster trust through open communication.

Why does it matter? With a reliable guide, you can:

- Reach your goals confidently.
- Face challenges clearly.
- Navigate work obstacles with trust and transparency.

At Stellaris, we live by a powerful truth: to truly shine in the marketplace, we must first cultivate brilliance within our own walls. We believe our employees are the beating heart of our success, the minds crafting innovation, and the hands delivering exceptional results.

That's why we prioritize:

- Empowering Growth.
- Fostering a Thriving Culture.
- Recognizing and Rewarding Excellence.



# LET'S GET SOCIAL

Please take a look at our Facebook, Instagram, and LinkedIn pages! Check regularly to stay 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.  
Be liking, following and sharing, you help our family grow!**

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# 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!



# STELLARIS GROUP

## STELLARIS FINDS

“  
ITS ESSENCE IN ITS  
EMPLOYEES.  
”

To win in the marketplace you must  
first win in the workplace

Doug Conant

