

STELLARIS GROUP



BEST PRACTICE



Team Stellaris/Carl's Junior: Customer Service Champions!

At Stellaris/Carl's Junior, we take immense pride in our customer service. We believe that good customer service is the cornerstone of any successful business. It's all about meeting your customer's needs in a timely, efficient, and pleasant way.

Satisfied customers are more likely to become regular customers, which is why we go above and beyond to ensure every guest has a positive dining experience.



HERE ARE TWO OF OUR BEST PRACTICES FOR DELIVERING EXCEPTIONAL CUSTOMER SERVICE:

The Quick Service Restaurant industry is fiercely competitive, with customers often basing their decisions on satisfaction. So, what makes a person choose between two similar offers? The only answer is excellent attention and experience. This is why it's essential to focus on providing top-notch customer service to stand out from the competition.

BEST PRACTICE #1: SMILE! - Smiling is a simple gesture, but it can have a profound impact on the customer's first impression. It's contagious and sets a positive tone for the entire interaction. Smiling conveys several key messages:

- *You're happy to be there and serving customers.*
- *You're approachable and welcoming.*
- *You're ready and willing to go the extra mile.*

BEST PRACTICE #2: GREET! - A warm greeting is the first step in creating a positive customer experience. Greet customers as soon as they walk through the door, not just when they take their seats or place their orders. This shows that you're aware of their presence and ready to assist them. A simple "Hello!" or "Welcome to Carl's Junior!" can go a long way in making a customer feel valued.

Thank you, team, for your dedication to providing excellent customer service!
Together, we can continue to create a welcoming and enjoyable dining experience for all our guests.

"Always keep your smile. That's how I explain my long life."

Jeanne Calment

STELLARIS GROUP



MEJORES PRACTICAS



¡Equipo de Stellaris/ Carl's Junior:
Campeones del Servicio al Cliente!

En Stellaris/Carl's Junior, nos enorgullecemos enormemente de nuestro servicio al cliente. Creemos que un buen servicio al cliente es la piedra angular de cualquier negocio exitoso. Toda nuestra operación trata de satisfacer las necesidades de nuestros clientes de manera oportuna, eficiente y agradable.

Los clientes satisfechos tienen más probabilidades de convertirse en clientes habituales, por eso nos esforzamos al máximo para garantizar que cada huésped tenga una experiencia gastronómica positiva.



AQUÍ TE PRESENTAMOS DOS DE NUESTRAS
MEJORES PRÁCTICAS LABORALES PARA BRINDAR
UN SERVICIO AL CLIENTE EXCEPCIONAL:

La industria de restaurantes de servicio rápido es ferozmente competitiva, y los clientes a menudo basan sus decisiones en la satisfacción y en una primera impresión. Entonces, ¿qué hace que una persona elija entre dos ofertas similares? La única respuesta es una excelente atención y experiencia. Es por eso que es fundamental centrarse en brindar un servicio al cliente de primera clase para destacarse de la competencia.

PRÁCTICA RECOMENDADA #1: ¡SONRÍE! - Sonreír es un gesto simple, pero puede tener un impacto profundo en la primera impresión del cliente. Es contagioso y establece un tono positivo para toda la interacción. Sonreír transmite varios mensajes clave:

- *Estás feliz de estar ahí y atender a los clientes.*
- *Eres accesible y acogedor.*
- *Estás listo y dispuesto a hacer un esfuerzo adicional.*

PRÁCTICA RECOMENDADA #2: ¡SALUDA! - Una cálida bienvenida es el primer paso para crear una experiencia gastronómica positiva. Salude a los clientes tan pronto como entren por la puerta, no solo cuando se sienten o hacen sus pedidos. Esto demuestra que eres consciente de su presencia y estás listo para ayudarlos. Un simple "Hola" o "¡Bienvenido a Stellaris/Carl's Junior!" puede contribuir en gran medida a que un cliente se sienta valorado.

¡Gracias, equipo, por su dedicación a brindar un excelente servicio al cliente!

Juntos, podemos seguir creando una experiencia gastronómica acogedora y agradable para todos nuestros huéspedes.

"Mantén siempre tu sonrisa. Así es como explico mi larga vida".

Jeanne Calment

STELLARIS GROUP

NORTH STAR MONTHLY

www.stellarisgrp.com



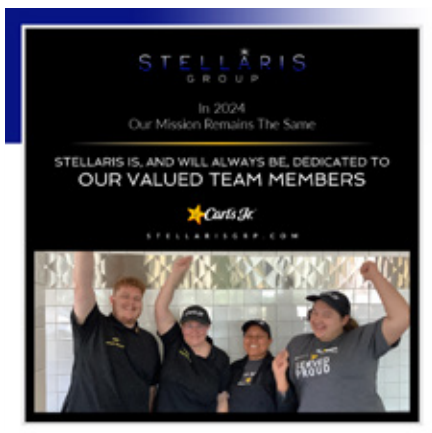
To our incredible team at Stellaris

As the festive season fills the air with joy and cheer, we at Stellaris extend our warmest wishes for a Happy Holiday Season and a prosperous New Year.

We are immensely grateful for your unwavering commitment to creating a welcoming and joyful environment for our guests throughout the year. Your dedication to maintaining impeccable cleanliness and ensuring a positive fast food experience is truly remarkable.

Let's embark on a collaborative journey for a more prosperous 2024! As we step into the new year, our goals remain steadfast. Your unwavering commitment and dedicated efforts are pivotal contributors to our shared success.

Together, let's navigate the challenges, celebrate the victories, and make 2024 a year to remember!



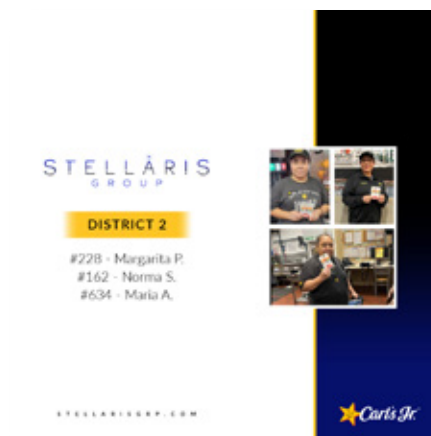
Stellaris: Your Trusted QSR Leader on a Mission

We're on a mission to create top-notch locations that make our corporate team proud, provide workplaces our employees love, and become community favorites.

TEAM MEMBER SPOTLIGHT

PUTTING A SPOTLIGHT ON STELLARIS CALIFORNIA'S TOP TEAM MEMBERS

Carl's Jr November Employees Of The Month For Districts 1 and 2



Please join us in congratulating our Carl's Jr. November **Employees of the Month for Districts 1 and 2!**

These dedicated individuals consistently go above and beyond, providing exceptional service and exceeding expectations.

We are incredibly proud of their hard work and commitment to excellence!

Thank you for being a part of the Stellaris team!

**Unveiling Stellaris California's Finest at Carl's Jr!
Meet the November Employees of the Month in Districts 3 and 4!**



November Employees of the Month - Districts 3 and 4

We are thrilled to celebrate our outstanding Carl's Jr. employees from Districts 3 and 4 for their exceptional service and dedication to exceeding expectations!

These amazing employees embody the spirit of Carl's Jr. and consistently are able to circumvent difficult situations to provide our customers with great service despite whatever can be happening behind the scenes.

Meet the Stellaris Employees Of The Month for November Carl's Jr in Utah and Idaho Setting the Bar High in Districts 5, 6, and 7!



Meet the Stellaris Employees of the Month for November!
Setting the Bar High in **Districts 5, 6, and 7!**

We're thrilled to announce our outstanding Employees of the Month for November!

These individuals consistently:

- Arrived on time and ready to work, ensuring smooth operations.
- Maintained impeccable cleanliness in our restaurants, creating a welcoming environment for guests.
- Greeted customers with warm smiles and genuine hospitality, enhancing their stay!
- Offered unwavering support to their teammates, fostering a positive and collaborative work environment.

We are incredibly grateful for their hard work and dedication. They are the heart and soul of Stellaris, and we appreciate everything they do!

Keep up the amazing work!

EXCEPTIONAL STARS AT STELLARIS UTAH AND IDAHO

Celebrating Carl's Jr.'s Employees of the Month for November
in Districts 8, 9, 10, and 11!



Celebrating Carl's Jr.'s Employees of the Month for November in **Districts 8, 9, 10, and 11!**

We're thrilled to recognize the outstanding contributions of our dedicated employees who consistently provide exceptional service and create a welcoming environment for our guests.

You not only make good food that everyone can enjoy, but also maintain stores that are impeccable and follow all of our protocols to the t.

ANNOUNCEMENTS



As a new year is about to start, we want to take a moment to highlight the incredible benefits of being our Employee of the Month!

Being recognized as our Employee of the Month means:

Public recognition: Your name and picture will be displayed prominently in our store and on social media, showcasing your outstanding achievements to everyone.

Exciting rewards: You'll receive a variety of amazing prizes, including gift cards and more!

Increased morale and motivation: Knowing that your hard work is appreciated will boost your confidence and make you even more motivated to excel.

Career advancement opportunities: Being recognized as a top performer can open doors to new opportunities within the company, such as promotions and leadership roles.

What are you waiting for?

Give your best this 2024 and you will receive all of these benefits and even more!

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.

12/10

- 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 I.

12/28

- Castro, Gissia A.

12/30

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

UTAH

12/01

- Morales, Melissa B.

12/03

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

12/05

- Madrigal, Lizbeth E.
- Reyes, Jovani

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

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

12/11

- Criddle, Dylan C.
- Estrada, Anacleto

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.
- Slauch, 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

- Sanchez, Daisy G.
- Argueta, Armida

12/06

- Fuentes, Eriberto
- Gamino, Virginia

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, Luis

12/19

- Mena, Jesus
- Mutal, Kevin

12/21

- Perez, Luz Y.

12/22

- Espejo, JuanJ.
- Carmona, Yolanda
- Davis, Kara E.

12/23

- Silva, Dulce I.

12/26

- Rascon, Erick

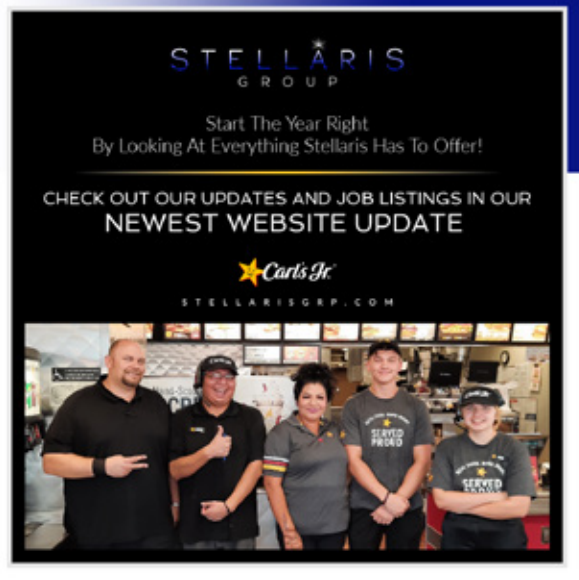
12/27

- Ordonez, William

12/29

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

LET'S GET SOCIAL



It's a new year, and a new chapter begins at Stellaris! Join us as we unveil exciting updates and job opportunities on our refreshed website.

Discover:

New website design: Navigate our site with ease and explore our services with clarity.
Updated content: Stay informed with the latest news, stories, and achievements of Stellaris.

Expanded job listings: Find your dream job among our diverse and growing team.

Start your year right. Explore our website today!

<https://www.stellarisgrp.com/>

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 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!



COLLABORATION CREATES SUCCESS

*Talent wins games, but
teamwork and intelligence win
championships.*

Michael Jordan

