



### **Welcome to Superior Star**

**We want to welcome you to Superior Star, one of the largest franchisees of Hardees in the Country. We are very proud of the people that work for our Company and we extend our best wishes for your successful career with us.**

**Our Company's progress and success depends largely on the dedication and teamwork of each team member and Guest satisfaction is the Company's number one priority.**

## CHECKLIST

As a new Team member, make sure all the tasks are completed within the specified time frame. This will help to ensure your onboarding process is easy and completed on time.

- ★ **Application:** Peoplematter.jobs application, tasks and e-verify complete. This will ensure successful entry into our payroll system to process all your biweekly checks.
- ★ **ADP:** Create your ADP employee account.
- ★ **Uniform:** You must have a complete uniform before your first day. We will provide your shirt and hat the rest of the uniform including black pants or blue jeans with no rips, black socks, a black belt, and black SLIP-resistant shoes are your responsibility and due to safety reasons, you cannot start without them.
- ★ **Orientation:** It is our commitment to ensure you are properly trained and set up for success. On the first day of orientation, your GM will provide you a username and password that will give you access to our online training portal where you can access videos for each station that you will work before working the station with your trainer.



# ADP Employee Registration Quick Reference Card



Welcome! Register an account with ADP to access the services offered by your organization.

The process is very simple and supportive to help you identify yourself in the context of your organization to set up your account. Let's get started!

Registering with your email/mobile or identity information	(OR) Registering with a registration code from your organization
<ol style="list-style-type: none"><li>1. On your ADP service website, click the link to Create Account.</li><li>2. Select <b>Find Me</b>.</li><li>3. Enter an <b>email address or mobile number</b> that you shared with your organization.<ol style="list-style-type: none"><li>a. To verify your record within your organization, enter your identity information either <b>government-issued legal ID (SSN, EIN OR ITIN - US ONLY)</b> or your <b>Employee ID/Associate ID</b>, <b>Date of birth</b>. Options available to you may vary slightly.</li></ol></li></ol> <p>(OR)</p> <p>Enter your personal identity information that you shared with your organization.</p> <ol style="list-style-type: none"><li>a. Enter your <b>First name, Last name, and Date of birth</b>, and then either your <b>legal ID</b> or your <b>Employee ID/Associate ID</b>.</li></ol> <ol style="list-style-type: none"><li>4. Enter the verification code sent to your email address or mobile number available on record. You can also enter new phone number for identity verification.</li><li>5. Add your primary contact information—a frequently used email address and mobile number to receive account notifications and used to verify and confirm your identity, when needed.</li><li>6. A new flow has been introduced to identify if your employer has enrolled you for exclusive Federated use or if you have created an account with us. We show these options per your eligibility.</li></ol>	<ol style="list-style-type: none"><li>1. Set up your user ID and strong password to complete the registration process for your ADP service account.</li><li>2. On your ADP service website, click the link to <b>Create Account</b>.</li><li>3. Select <b>I Have a Registration Code</b>.</li><li>4. Enter the Personal Registration code or Organizational Registration code shared by your administrator.</li><li>5. Enter your identity information, such as <b>First name, Last name, Date of birth, government-issued legal ID (SSN, EIN OR ITIN - US ONLY)</b>, or your <b>Employee ID/Associate ID</b>. Options available to you may vary slightly.</li><li>6. Add your primary contact information—a frequently used email address and mobile number to receive account notifications and used to verify and confirm your identity, when needed.</li></ol>

Congratulations! Use your user ID and password to log in to your account and access your information on ADP service URL and ADP Mobile app, if applicable.

To stay connected with your information, download the ADP Mobile App and access your information on the go!



## LEARN ABOUT YOUR BENEFITS WITH SUPERIOR STAR

As part of our team, you could qualify for some of our benefits.

- **RAIN APP**

With the Rain app, you can easily access a portion of your paycheck before payday! Rain allows you to access the money you've already earned, and you can request the Rain app at any time

What you can expect from Rain:

- No hidden fees
- No interest
- No stress



If you have any questions about Rain, contact your payroll department for help.

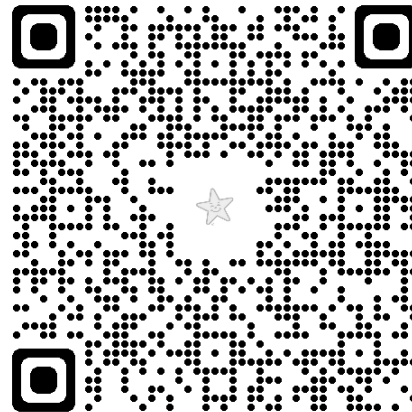
Ph. 877-312-4287 Ext 335 or email to [payroll@SuperiorStarus.com](mailto:payroll@SuperiorStarus.com)

- **Health insurance plans**

Superior Star offers Employer-Sponsored Health Insurance to qualifying employees, ask your GM or email [zabril@Starcorpus.com](mailto:zabril@Starcorpus.com) to learn how to qualify.

Our plans include:

- Medical
- Vision
- Life
- Dental
- Short Term Disability
- And more ...



# QUANTUM: WHAT YOU NEED TO KNOW



As a new member of our team, we want to make sure you're informed about a special benefit we offer called Quantum.

Quantum is a health benefits program that provides insurance coverage starting right after your first paycheck. There's no long waiting period like at many other companies. This is one of the ways we show our commitment to your well-being from day one.

## **Enrollment is automatic.**

All employees are enrolled in Quantum regardless of how long they've been with the company.

If you do not wish to participate, you must contact Quantum's customer service directly to cancel or opt out.

Please take a moment to review the materials provided and learn more about the plan. If you have questions or need help, Quantum's customer service team is available and happy to assist you.

We're excited to have you on the team—welcome aboard!



## important

**Despite the paycheck deduction for Quantum premiums, employees enrolled in Quantum will always have a higher take-home pay overall!**

**Enrolled in Quantum = Healthcare coverage + Increase on your take home total \$\$**

**FINALLY**

a healthcare management platform  
that gives you the power to take control of care!

### Hospital Indemnity

- Benefits start day of admission
- Emergency room coverage for illness and injury
- Ambulance coverage

### Discount Prescriptions

- \$0 copay acute formulary
- \$1 copay chronic formulary

### Virtual Urgent Care

- 24/7 Access
- \$0 Copay

### WELLNESS COACHING & CONFIDENTIAL SUPPORT ASSISTANCE

- Nutrition Education
- Online Learning Modules
- Stress & Sleep Programs
- Behavior Change Recommendations
- Weight and Disease Management
- Health Advocacy
- Smoking Cessation



Contact Us

8:00am - 7:00pm CST (855) 286-1667 || [quantumhb@h2henrollments.com](mailto:quantumhb@h2henrollments.com)

# A New Chapter in Health Benefits



Your employer is proud to partner with Quantum Health Benefits to provide superior benefits to every team member.



## Hospital Indemnity Benefit

Up to \$1,000/day for hospital stays, payable up to 30 days.



## Emergency Room & Ambulance

Up to \$500/day for emergency services, (Air or Ground) payable up to 3 days.



## Wellness Plan Benefits

Online learning, stress & sleep programs, smoking cessation.

**\$0**  
**Copays**  
**Across**  
**the**  
**Board**

Including 1,000+ Covered Drugs



## All Yours Benefits in One Plan

Contact us for more details and benefit inquiries (844)-860-4555 | [quantumhbh2henrollments.com](https://quantumhbh2henrollments.com)

\* Qualification does apply to the different levels of benefits.

# Limited Benefit Health Indemnity



Quantum Health Benefits combines affordable coverage with wellness benefits, increasing your paycheck while supporting your health.

Health Indemnity Plan	Tier 6	Tier 5	Tier 4	Tier 3	Tier 2	Tier 1
Monthly Pre-tax Premium	\$675	\$900	\$1,050	\$1,200	\$1,350	\$1,500
<b>Daily In-Hospital Benefit</b>						
Benefit Payable Per Day of Confinement	\$250	\$500	\$500	\$750	\$875	\$1,000
Maximum Number of Days Payable	1 day	1 day	5 days	10 days	20 days	30 days
<b>Emergency Room Benefit</b>						
Benefit Payable Per Day	\$100	\$100	\$100	\$250	\$375	\$500
Maximum Number of Days Payable	1 day	1 day	2 days	2 days	3 days	3 days
<b>Ambulance Benefit</b>						
Benefit Payable Per Day	\$100	\$100	\$100	\$250	\$375	\$500
Maximum Number of Days Payable	1 day	1 day	2 days	2 days	3 days	3 days
<b>Daily Inpatient Surgery</b>						
Benefit Payable Per Day	N/A	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000
Maximum Number of Days Payable	N/A	1 day	1 day	1 day	1 day	1 day
<b>Daily Inpatient Surgery—Anesthesia</b>						
Benefit Payable Per Day	N/A	\$400	\$400	\$400	\$400	\$400
Maximum Number of Days Payable	N/A	1 day	1 day	1 day	1 day	1 day
<b>Wellness Benefit</b>						
Benefit Maximum Per Month	\$625	\$800	\$900	\$1,000	\$1,100	\$1,200



Six plan options based on your eligibility.

## See the Impact on Your Paycheck\*

	Without Quantum Health Benefits	With Quantum Health Benefits	Difference
Gross Income	\$1,200.00	\$1,200.00	\$1,200.00
QHB Pre-Tax Premium	\$0.00	\$553.85	\$553.85
Taxable Income	\$1,200.00	\$646.16	\$553.85
Tax Withholding	\$202.69	\$74.83	\$127.86
QHB Claim Payment	\$0.00	\$496.15	\$496.15
Net Take Home Pay	\$997.31	\$1,067.48	+\$70.17
Federal Withholding	\$78.42	\$16.35	\$62.07
Social Security	\$74.40	\$40.06	\$34.34
Medicare	\$17.40	\$9.37	\$8.03
State Withholding	\$18.07	\$1.30	\$16.77
SDI	\$14.40	\$7.75	\$6.65
Total Tax with Withholding	\$202.69	\$74.83	\$127.86

- Hospital Indemnity Benefit
- Wellness Plan
- Telemedicine Benefit
- Accident & CI Plan
- Virtual Veterinary Care
- Prescription Drug Plan

→ Claim payment for one monthly Wellness Activity

**Boost Your Take-Home Pay: Add \$35.55 per paycheck—that's \$924.30 more per year!**

\*The above is an example using \$15.00 an Hour/ Bi-weekly sample information. Quantum Health Benefits cannot guarantee the same favorable tax outcome in all situations as federal and state tax laws are continuously changing.



# Set Up Your Account

It's as easy  
as 1, 2, 3!

**1**

download the  
Quantum Health  
Benefits app by  
scanning the QR  
code below:



**2**

enter last name,  
date of birth, &  
zip code.  
onboard and  
create your  
profile.

**3**

verify your  
email address  
and access  
your simplified  
health care.

Your account can also be set up following  
these same steps at [app.quantumhb.com](https://app.quantumhb.com)

## Access Benefits



## Questions?

Reach our support team from 8:00am-5:00pm CST at (844) 860-4555 or at [quantumhb@h2henrollments.com](mailto:quantumhb@h2henrollments.com)



# New Hire On-Boarding & Orientation Checklist




## DAY 1 (New Hire Paperwork and Orientation)

- ☐ Complete the Electronic New Hire paperwork via PeopleMatter
- ☐ Explain key procedures and standards such as uniform & grooming standards.
- ☐ Have the employee read and complete Employee Policies and submit as required.
- ☐ Review restaurant expectations and requirements of the job.
- ☐ Complete the Safety Tour with the new hire.
- ☐ Provide Employee instructions on how to clock-in and out.

### ON-BOARDING: (Approximately 2 hours 15 minutes, GM should check with New Hire periodically)

- ☐ 1. GM creates employee login using STAR U .
- ☐ 2. Instruct new hire to complete all 3 courses below. (Provide new hire with this checklist)
  - ☐ Complete the "Welcome" course
  - ☐ Complete the "Awareness" course & assessment / quiz (90% min. score)
  - ☐ Complete the "Safety" course & assessment / quiz (90% min. score)
  - ☐ Inform your GM when you are completed.
- ☐ 3. Review what was learned, answer any questions the new hire may have about the courses.
- ☐ 4. Provide new hire with a rest break as required by state.
- ☐ 5. Provide the employee with a copy of the "Menu Standards Guide." Review standards and expectations.
- ☐ 6. Have the employee log onto the STAR U. Click on "Training To Do -List".
- ☐ 7. Instruct new hire to complete all courses below. (Provide new hire with this checklist)
  - ☐ Complete the "Food Safety" course & assessment / quiz (90% min. score).
  - ☐ Instruct new hire to watch the BSC courses. \_\_\_\_\_
  - ☐ Inform your GM when you are completed.
- ☐ 8. Verify On-Boarding Course Completions (all 4 courses) by checking the Star Performer Chart:



There should be a  icon in the **On-Boarding Skills – ALL SKILLS** column on the Chart.
- ☐ 9. Have the employee clock-out.

## DAY 2 (Recommended to be scheduled within 3 days of start date)

- ☐ 1. Have the employee Clock-in. (GM completes time adjustments to include all prior work time before today if necessary)
- ☐ 2. Have the employee log onto the Star Learn Center
- ☐ 3. Determine the first station to be learned by the employee and write it in below.
- ☐ 4. Instruct new hire to complete the course. Explain to the employee:
  - ☐ To click on the "My Learning" icon.
  - ☐ Complete first Station Course they will learn: \_\_\_\_\_ (20 min).
  - ☐ Inform your GM when you are completed.
  - ☐ Verify Station Course Completion by checking the Star Performer Chart:
- ☐ 6. Provide hands-on training for employee at assigned station; refer to the CP Station Trainer's Guide.
- ☐ 7. Review Day 2 activities with employee, answer any questions they may have.
- ☐ 8. Have the employee clock-out at the end of their shift.

**ALL DAY 1 & 2 ACTIVITIES LISTED ABOVE SHOULD BE COMPLETED WITHIN 1 WEEK OF HIRE DATE**

### NEXT SHIFTS UNTIL COMPLETED

- ☐ 1. Have the employee Clock-in.
  - ☐ Complete any current courses listed under "Training To Do" on the STAR U Center.
- ☐ 2. Discuss components and importance of "Superstar Service" and how it achieves our goal to "Make Our Guests Happy"
- ☐ 3. Have the employee continue hands-on practice at their assigned station.
- ☐ 4. Trainer certifies employee is ready; Employee logs onto the STAR U Center to complete Station Certification Exam.
  - ☐ Check the Star Performer Chart for the  icon – to verify the employee passed the Exam.
- ☐ 5. Trainer (SL and above) logs onto the STAR Learn Center to complete the skills evaluation (Hands-On Sign-Off) by clicking the "Trainer-Skills Evaluation" icon on home screen. Upon completion, the  icon will appear on the Star Performer Chart for that Station / Skill column. **CONGRATULATE the employee on their completion.**
- ☐ 6. Assign the next station to be learned. **REPEAT THE TRAINING PROCESS. (Learn/Practice/Evaluate).**

**ORIENTATION STATEMENT:** I acknowledge that I have completed all the required On-Boarding & Orientation steps above, and have completed the Star Learn Center courses as described. I have been made aware of the company's policies, standards, and procedures and will comply with the requirements.

Trainee Name \_\_\_\_\_

Trainee Signature \_\_\_\_\_

GM Signature **(keep a signed copy for your records)** Date \_\_\_\_\_

## CONTACT US

If you have any questions or concerns your General Manager is responsible for the operations of your store and is a good source of information about the Company and your job.

You can also contact your RVP or the proper Company Department.

**Payroll:**

P: (877) 213-3122 Ext 4

F: (866) 224-1588

Email: [payroll@superiorstarco.com](mailto:payroll@superiorstarco.com)

**Benefits:**

P: (877) 213-3122 Ext 5

F: 480-386-9776

Email: [zabril@superiorstarco.com](mailto:zabril@superiorstarco.com)

**RVP Contact Information: Jason Casey**

P: 502-500-4098

Email: [jcasey@superiorstarco.com](mailto:jcasey@superiorstarco.com)

**HR Department**

P:(877) 213-3122 Ext 6

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