



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

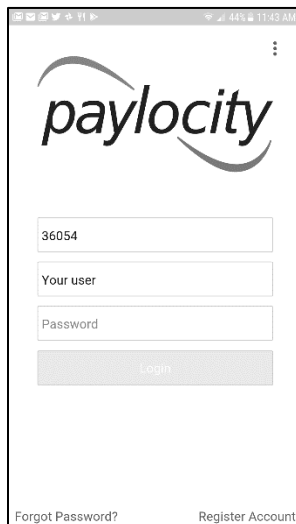
As a new Team member, make sure all the tasks are completed within the specified time frame. This will help to ensure your onboarding process is easy and completed on time.

- ★ **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.



CREATING YOUR PAYLOCITY SELF-SERVICE PORTAL

- 1.- Download the free app
- 2.- Tap Register Account to set up your user account and complete the fields (Company ID 198326).
- 3.- Select a username and password following the guidelines indicated on the page. Tap Next.
- 4.- If Challenge Questions are required to be set up for registration, tap three of the boxes next to the preferred questions. Tap Next.
- 5.- Tap into the applicable fields and provide answers to the questions. Tap Next once completed.
- 6.- Tap the preferred security image and add a security phrase. Tap Next once completed.
- 7.- Verify the Summary page is accurate. Tap Finish.



INITIAL LOGIN

- 1.- Open the app on your mobile device.
- 2.- Enter the Company ID, User Name, and Password.
 - Upon the next time opening the app, the Company ID and User Name fields will be pre-filled with the same Company ID and User name entered on the initial login.
 - The password field will be blank before each login.
- 3.- Tap Log In.
- 4.- If a challenge question appears, enter the answer into the field and tap Submit.
 - Depending on company configuration, a challenging question may or may not appear.
- 5.- Review the Terms of Use and tap I Accept to be directed to the main menu of the app.

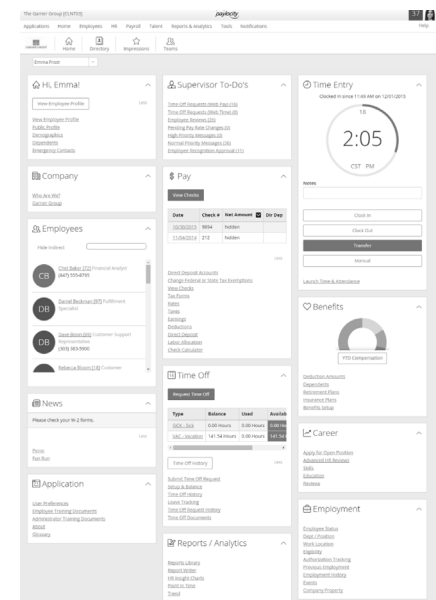


WHY DO YOU WANT TO CREATE A SELF-PORTAL ACCOUNT

The Self-Service Portal is the direct contact between you and our Company. It also gives you access to all your files and Information. Through the portal, you can access, view, print, or make changes.

Some of the information available:

- | Pay Stubs.
- | Pay History.
- | Deductions.
- | Benefits.
- | Company Contact Information.
- | Memos.
- | W2's
- | And more ...



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

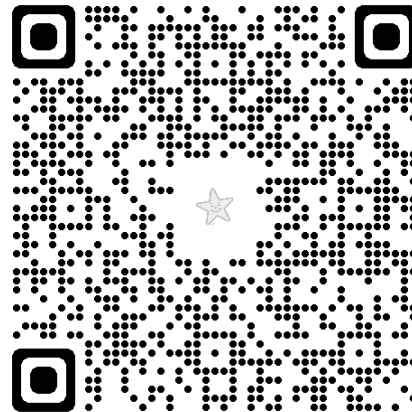


- **Health insurance plans**

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

Our plans include:

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



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

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

Benefits:

P: (877) 213-3122 Ext 5

F: 480-386-9776

Email: zabril@superiorstarco.com

RVP Contact Information: Keri Hollinrake

P: 712-209-4634

Email: khollinrake@superiorstarco.com

HR Department

P:(877) 213-3122 Ext 6

Email: zabril@superiorstarco.com

