

**WELCOME TO HARDEE'S WE ARE SO HAPPY TO HAVE YOU!**

New Hire On-Boarding and Star University User Guide

Day 1 (New Hire Paperwork and Orientation)

- Complete New Hire Paperwork via PeopleMatter
- GM will explain key procedures and standards such as uniform & grooming standards
- Complete the Safety Tour with the GM
- GM will provide you instructions on how to clock in and out

On-Boarding (Star U)

1. This is your Star U login username - \_\_\_\_\_.
2. Your initial password is CKE123 and it will prompt you to create your own. The password can be as simple as four characters and there are no requirements for capitals or symbols. We recommend keeping it simple.
3. To access Star U go to [www.starcorp.com](http://www.starcorp.com) and click on Stores. From there you will get a dropdown and then click on Star University.
4. If there is Training already assigned to you it will be on the first screen under **Training To-Do List**
5. If there is nothing assigned you will click on **Search** from there you will use the "Learning Search" feature to search for the videos check marked below. If your GM has assigned them in a chronological order please follow it.

GM's please assign the videos you would like watched and if you want them watched in a certain order you can put them in chronological order.

- Hardee's Onboarding (**watch all 4 videos**)
- Essentials of Harassment and Discrimination Prevention (Illinois Only)
- Mobile Ordering & Loyalty
- Current LTO \_\_\_\_\_

QSC Videos  Team Member  Superstar Service  Speed of Service  Cleanliness  Manager  
 Star Platform  Perfect Burger  Perfect Biscuit  Angus Burger

**FRONTLINE STATIONS**

**Backline Stations**

- Dining Room
- Cashier Station
- Drive Thru Station
- Feeder Station
- Grill Station
- Fry Station
- Hand Breaded Chicken Station
- Cook Station
- Prep Station
- Biscuit Station

**The state of IL requires a Food Handlers Card. If you do not have one please visit:**

<https://illinois.foodhandlerclasses.com> The cost is \$7.00



### **Welcome to StarCorp**

**We want to welcome you to Starcorp, one of the largest franchisees of Carl's Jr. and 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.**

## CHECK LIST

As a new Team member, make sure all the tasks are completed on 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.
- ☆ **Paylocity:** Create your Paylocity Self Portal account.
- ☆ **Direct Deposit:** To be paid by direct deposit, please follow the instructions on this Guide for “Direct Deposit Set-Up”.
- ☆ **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, black socks, 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 insure 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 on-line training portal where you can access videos for each station that you will work before working the station with your trainer.






**DAY 1 (Orientation) (New Hire paperwork has to be done previous to Day 1)**

- Sign up for PC or DD
- 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. (Keep signed copy in a file folder or binder)
- Provide Employee instructions on how to clock-in and out.


**ON-BOARDING: FOR RESTAURANTS WITH A STAR LEARN CENTER (Approximately 3 hours 15 minutes, GM should check with New Hire periodically)**

- 1. GM creates employee login by using the STAR Learn Center Registration page.
- 2. Instruct new hire to complete all 3 courses below. (Provide new hire with this checklist)
  - Complete the "Welcome" course (30 min).
  - Complete the "Awareness" course & assessment / quiz (90% min. score) (40 min).
  - Complete the "Safety" course & assessment / quiz (90% min. score) (30 min).
  - 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 Learn Center. Click on "My Learning" icon.
- 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) (30 min).
  - Click the "Verify On-Boarding" button. Log back onto STAR Learn Center.
  - 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:
 

There should be a  icon in that **Station** column on the 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 RESTAURANTS WITH A STAR LEARN CENTER**

- 1. Discuss components and importance of "Superstar Service" and how it achieves our goal to "Make Our Guests Happy"
- 2. Have the employee continue hands-on practice at their assigned station.
- 3. Trainer certifies employee is ready; Employee logs onto the STAR Learn Center to complete Station Certification Exam.
  - Check the Star Performer Chart for the  icon – to verify the employee passed the Exam.
- 4. 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.**
- 5. 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.

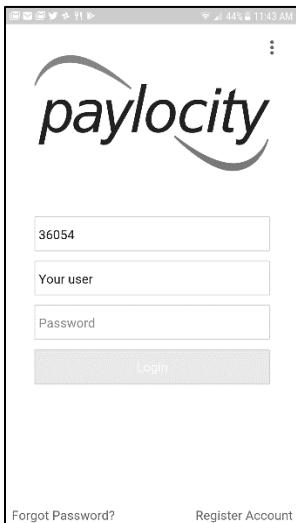
Trainee Name \_\_\_\_\_

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

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

# 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 36054).
- 3.- Select a user name 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 for 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 challenge 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.

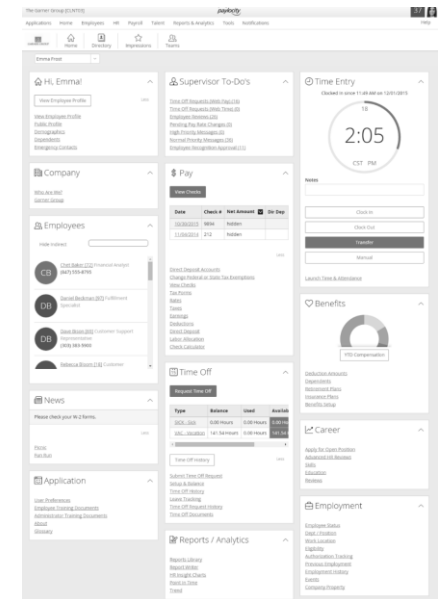


# WHY YOU WANT TO CREATE A SELF PORTAL ACCOUNT

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 will be able to 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 ...

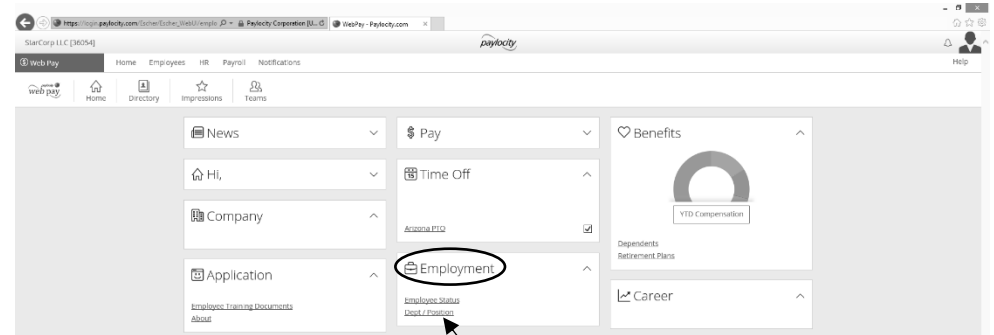


## DIRECT DEPOSIT SET-UP

1. Log into Paylocity.
2. From the main screen (this is the self-service portal).
3. Find the “Employment” square in the middle of the screen.
4. Go to Dept/Position.
5. Payroll setup (across the top)
6. Click under “Direct Deposit”
7. Enter your bank account information, double check the information to avoid errors.
8. Set it as your primary and SAVE.

### NOTE: IF YOU ARE USING THE APP

Go to the app and Select “...More” at the end of the menu and click under [Paylocity.com](https://www.paylocity.com), you will be redirected to the desktop website for Paylocity and follow instructions 1 to 8



## 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: 877-312-4287 Ext 4

F: 866-224-1588

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

**Benefits:**

P: 877-312-4287 Ext 5

F: 480-386-9776

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

**RVP Contact Information: Jennifer Paisley**

P: 330-260-2503

Email: [jpaisley@starcopus.com](mailto:jpaisley@starcopus.com)

**HR Department**

P: 877-312-4287 Ext 6

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

