



STAR HOSPITALITY

GROUP

ASSOCIATE REFERENCE GUIDE

The following is a confidential guide for Star Hospitality Group associates. A copy of our extensive associate manual can be found on our web site, starhg.com. Click the [Employee](#) tab, and use the password [starstaff101](#) to access.

This Reference Guide is intended to be an easy resource to address many of the most common questions our associates ask. It is subject to change.

General Information

New York office

Star Hospitality Group
211 East 43rd Street
Suite 1100
New York, NY 10017

O: 212.661.6148
W: starhg.com
E: getstaff@starhg.com

Office hours

Monday	9:00 – 5:00	Friday	9:00 – 4:00
Tuesday	9:00 – 5:00	Saturday	Closed
Wednesday	9:00 – 5:00	Sunday	Closed
Thursday	9:00 – 5:00	Holidays	Varies, please call

New Jersey office

Star Hospitality Group
339 Main Street
Second Floor
Metuchen, NJ 08840

O: 201.217.8288
W: starhg.com
E: getstaff@starhg.com

Office hours

Monday	10:00 – 6:00	Friday	10:00 – 6:00
Tuesday	10:00 – 6:00	Saturday	Closed
Wednesday	10:00 – 6:00	Sunday	Closed
Thursday	10:00 – 6:00	Holidays	Varies, please call

New Jersey - satellite office

Star Hospitality Group
400 38th Street, Suite 220
Union City, NJ 07087
O: 201.217.8288
W: starhg.com
E: getstaff@starhg.com

Office hours vary, please call

Transit Benefit Plan

Associates can choose to have their commuting costs paid on a pre-tax basis. This means you will pay for Metro Cards and commuter rail line tickets before you pay taxes. You may be able to save as much as 25% on your transportation costs. Not every commuting cost is eligible. Please check the plan first.

Medical Insurance

Full time associates may be eligible for medical benefits. Our plan is a MEC plan provides wellness care at an affordable price. It is in compliance with the Affordable Care Act.

Equal Opportunity Employment

Our policy is to promote equal employment opportunity for all of our associates (and applicants) without discrimination on the basis of race, color, religion, sex, gender or gender identity, national origin, age, actual or perceived disability, genetic predisposition, citizenship, military or veteran status, marital status, sexual orientation or any other class protected by federal, state or local law.

Sexual Harassment Statement

While all forms of harassment are prohibited, Star Hospitality Group wishes to emphasize the special problems of sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when: (a) submission of such conduct is, explicitly or implicitly, a term or condition of employment, (b) an associate's response to such conduct is used as the basis for employment decisions, or (c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating a hostile, intimidating or abusive work environment.

Pay Check Information



Associates are paid every Friday

You have four (4) options on how to get paid

- ★ Direct deposit *
- ★ Debit card
- ★ Check by mail
- ★ Check pick up in office

* If you choose direct deposit, you can access your pay stubs on line

- ★ Go to our website (starhg.com)
- ★ Select Employees, then select View Paychecks
- ★ User name is your social security number
- ★ If this is your first time accessing, the password is password

Payroll taxes deducted from your pay check are determined by where you live, your income level and information you entered on your W4 form. **We (Star HG) have no control over the amounts deducted.** If you move or wish to change your W4 form, please let us know as soon as possible.

FAQ's



Do I get paid vacations or personal days off with pay?

- ★ We have combined vacations, personal and sick days in to a single category called Paid Time Off (PTO). PTO is earned/built up based on the number of hours you work and automatically recorded in your profile. For every 30 hours worked, one hour is earned. Associates can request a paid day off once they have built up eight (8) hours.

How do I request time off?

- ★ If you are a full time associate, and there is a time clock where you work, a Day Off request sheet/form will be available next to the clock.
 - If not, please contact your Star HG manager.
- ★ We do everything we can to give you the time off you want. If others are off on those same days or the client is unusually busy, we may not be able to grant all your requested days off.
- ★ All requests must be received at least two weeks before the date requested.
 - If you are requesting more than three (3) days off, please give us one month's notice.

What do I do if I cannot work?

- ★ If you are sick, we request at least four (4) hours' notice. This is necessary to find a replacement. Please contact your Star HG manager.
 - If you wake up ill, we expect you to contact us immediately if you cannot work.
- ★ We developed our PTO system in the hope that you will be give as much notice as possible (days, weeks) if your reason for not working is not an emergency.

If I get sick, will I get paid?

- ★ Your PTO can be used for days you are not able to work. When you call out sick, please let your Star HG manager know if you would like to use PTO to cover your pay for that day.

How do I know how much PTO I have earned?

- ★ Your PTO balance (in hours) is listed on your pay check. If you are using direct deposit, the on line pay stub will also have this information.

Is there holiday pay?

- ★ Most of our clients pay us holiday pay to pass on to you. Holiday pay is earned only if you work on the actual holiday. Holiday pay is 1 ½ times your normal pay. If you are off, or unable to work, on the holiday, you will not earn holiday pay.
- ★ Generally, the holidays that qualify for holiday pay are
 - ✓ New Year's Day
 - ✓ Fourth of July
 - ✓ Thanksgiving Day
 - ✓ Memorial Day
 - ✓ Labor Day
 - ✓ Christmas Day

Is there medical insurance available?

- ★ In compliance with the Affordable Care Act, we provide a MEC plan (minimum essential coverage) at a very low cost. To be eligible, you need to fulfill certain requirements, such as be employed for at least 90 days as a full time associate.

How are my hours recorded?

- ★ Most of our clients will have a Star HG time clock. If there is a problem, such as the clock is not working or you forgot to clock in or out, contact your Star HG manager immediately.
- ★ Other accounts, mostly our on call clients, use a written time sheet. The client's on site manager will organize this time sheet and send it to us when the event is completed. Again, if you realize there is a mistake let us know as soon as possible.

What is the referral bonus program?

- ★ Our best associates are usually friends of our current associates. If one of your friends (or relatives) is hired by us, and completes their introductory period, YOU will earn a bonus.

The client where I was assigned is not treating me fairly...what should I do?

- ★ The most important thing for you to do is be calm, follow their instructions and treat everyone with respect.
- ★ Next, contact your Star HG manager and let us know.
 - We will review the situation and discuss with the client. Again, please remember, you need to follow their directions respectfully.

The client where I was assigned to work asked me to work “off the clock” and said they would “take care of me”...what should I do?

- ★ You are not employed by them and any money they pay you is either illegal or violates their contract with us. You could end up being part of a law suit if there are serious violations.
- ★ Should this happen, contact your Star HG manager.

The client contacted me directly and assigned me work...should I go in?

- ★ Yes, if you are available, please go in to work...BUT, you need to report this immediately to your Star HG manager.
- ★ We need to know because we generate your pay check.
- ★ There are several reasons why the client should not assign you to work, but we will address it.

Do you provide me a uniform?

- ★ Our full time associates are given uniforms (slacks/pants and tops/shirts).
 - It is your responsibility to take care of your uniform and launder it.
 - If your uniform is damaged, please advise your Star HG manager.
- ★ Your uniform is the property of Star HG and must be returned if you no longer work with us.

Expectations



What We Expect From You

- ★ Communicate and reply in a timely manner
- ★ Speak respectfully to everyone you encounter, clients and fellow associates
- ★ If you are unable to work, please give us at least 8 hours' notice
- ★ Smile when you are on assignment

What You Should Expect From Us

- ★ Communicate and reply in a timely manner
- ★ Speak respectfully to everyone we encounter, clients and fellow associates
- ★ Be paid properly
- ★ Be treated fairly and honestly