EZBakery Employee Handbook

## Welcome & Introduction

Welcome to EZBakery! Our mission is to create high-quality, homemade baked goods while maintaining food safety and excellent customer service.

## Roles & Responsibilities

* **Baker:** Prepare and bake all products, maintain kitchen cleanliness, track batches.
* **Packager:** Package baked goods correctly, label jars and boxes, ensure product safety.
* **Delivery/Admin:** Manage orders, collect cash, track deliveries, maintain logs.
* **All Employees:** Follow hygiene, food safety, and operational protocols.
* **Cross-Training Requirement:** All roles are required to cross-train in different areas to ensure operational flexibility and coverage during absences or high-demand periods.

## Policies & Procedures

* **Food Safety & Hygiene:** Wash hands frequently, wear gloves/hairnets, sanitize surfaces.
* **Labeling & Jar Returns:** Ensure all labels comply; follow jar return program protocols.
* **Delivery & Cash Handling:** Track orders, handle cash safely, follow delivery procedures.
* **Recordkeeping:** Maintain accurate logs (sales, inventory, jar returns).

## Compliance & Certification

* Food Handler Card required for anyone working in the kitchen.
* ADHS registration required if preparing or packaging food.

## Attendance & Scheduling

* Be punctual, adhere to schedule, notify supervisor if unavailable.
* Breaks as per schedule.

## Compensation & Benefits

* Pay structure detailed in employment agreement.
* Discounts or perks may be offered at management discretion.

## Behavior & Conduct

* Maintain professionalism and positive customer interaction.
* Respect confidentiality of recipes and customer information.

## Training & Onboarding

* Complete training on kitchen procedures, logs, jar returns, and delivery operations.
* Access to all necessary forms, checklists, and manuals provided.
* Cross-training in multiple roles is required to ensure comprehensive understanding of operations.

## Acknowledgment

I have read and understand the EZBakery Employee Handbook, and agree to follow all policies and procedures.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_