FICTIONAL / SAMPLE

Fernleaf Bakehouse Staff Handbook (Sample Preview)

> Free file for the AI Owner Kit video: **Nov 2 long video: Gemini notebook staff Q&A (plus Shorts 02 and 03)**. Every business, name and number here is a made-up sample. Replace with your own before using.

> Sample rules for a FICTIONAL bakery, written for a demo. They are not food-safety, legal or HR advice. Write your own with your own rules and local requirements.

Fernleaf Bakehouse Staff Handbook

FICTIONAL demo business. Version 3, updated October 2026. Owner: (FICTIONAL role).

1. Welcome

Fernleaf Bakehouse is a small neighborhood bakery and counter cafe. We bake bread, pastries, pies and custom cakes on site every morning.

Our tone with customers is warm, neighborly and honest. If you do not know an answer, say "Let me check with a manager" instead of guessing.

2. Who to ask

- **Owner:** [email] (FICTIONAL)
- **Shop manager:** [email] (FICTIONAL)
- **Head baker:** [email] (FICTIONAL)
- **Custom cake orders inbox:** [email] (FICTIONAL)
- **Manager on duty:** posted on the whiteboard by the back door each morning.

3. Shop hours

- Tuesday to Saturday: 7:00 a.m. to 3:00 p.m.
- Sunday: 8:00 a.m. to 1:00 p.m.
- Monday: closed.

Opening staff arrive at 6:00 a.m. Closing staff stay until the closing checklist is finished, usually 3:45 p.m. (Sunday 1:45 p.m.).

4. Your first day

- Arrive 15 minutes before your shift and sign in on the tablet by the back door.
- Read the Allergen and Labeling Rules before you serve anyone. A manager will ask you three allergen questions before your first counter shift.
- Shadow a trained counter lead for your first two shifts.
- Learn the bake case layout: breads on the left, pastries in the middle, cakes and pies on the right.

5. Uniform and hygiene

- Clean Fernleaf apron, closed-toe non-slip shoes, hair tied back or covered.
- Wash hands for 20 seconds when you start, after breaks, after handling money, and after touching your face or phone.
- Use tongs or a fresh glove for every unwrapped item. Never bare hands.

6. Breaks and phones

- Shifts over 6 hours get a 30-minute unpaid break. Shifts over 4 hours get a 10-minute paid break.
- Phones stay in the staff cubbies during counter time.

7. Customer questions

- Allergen questions: always read the label and the Allergen and Labeling Rules. Never guess.
- Refunds, returns and custom cakes: follow the Refund and Custom-Cake Policy.
- Anything not covered in this binder: tell the customer you will check, and ask the manager on duty.

8. Cash and payments

- We accept cash and cards. Count the till with a second person at open and close.
- Never give change from your own pocket or leave the till open.

9. Safety

- Report any cut, burn or slip to the manager on duty right away, and write it in the incident log.
- The first-aid kit is above the hand sink. The fire extinguisher is beside the back door.

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