



*Barista's  
Bouquet*

Employee  
Handbook

# Barista's Bouquet LLC Guidelines & Procedures

---

# WELCOME

We're so happy you're here! At Barista's Bouquet, we believe in slowing down, savoring the little things, and creating a space that feels like home — not just for our guests, but for our team too.

Whether you're steaming milk, arranging flowers or simply sharing a smile, everything you do helps bring comfort and beauty into someone's day. That's pretty special — we so appreciate you wanting to be a part of it!

As you settle in, here's what you can count on:

- A kind, supportive team that's always got your back

- Cozy vibes, quality craft, and genuine connection

- Room to learn, grow, and bring your personality to the work you do

- A shared mission to make every cup and every bouquet feel like a small act of care

This place is built on heart — and now, you're a part of it.

Welcome in. Let's brew, grow, and bloom together!

Thanks a bouquet

Brandt & Stacey Carlson



# Company Overview

## What We Do

**Specialty Coffee & Tea:** Made with care, consistency, and locally sourced ingredients whenever possible.

**Fresh Flowers:** Hand-selected and artfully arranged for every occasion — or no occasion at all.

**Warm Hospitality:** A space where everyone feels welcome, whether they're grabbing a quick coffee or staying awhile.

## How We Started

Barista's Bouquet started as a dream, and crazy idea between husband and wife team, Brandt & Stacey Carlson.

Today, we are a locally owned and operated small business.

We take quality crafted products very seriously and bring that passion to our business in every aspect.

## Our Vision

**Intentionality** in everything we serve and create

**Warmth** in how we treat each guest and teammate

**Creativity** in our drinks, floral designs, and daily details

**Community** as the heart of all we do

## Our Team – so far

As of July 2025, we remain a small, close-knit team  
— the roots of Barista's Bouquet.

Without each of you, there would no warmth in the cup, no soul in the space.

What we do is only possible because of who you are, and your presence is felt in every detail. You are seen, valued, and deeply appreciated.



# Workplace Policies

## Appearance Guidelines

At Barista's Bouquet, we celebrate individuality — your style is part of who you are, and we love when that shines through. That said, we do have a few simple guidelines to keep things safe, respectful, and health-code friendly while we work with hot drinks, sharp tools, and fresh blooms.

**Clothing:** Please avoid anything with offensive language, symbols, or graphics. No sweatpants/loungewear; casual is ok but this is a retail work environment and durable clothing is necessary. Shorts/skirts/dresses are all ok if they are a respectable length.

**Midriffs:** We kindly ask that midriffs stay covered — we're working with hot steam and liquids, and safety comes first.

**Hygiene:** Employees are expected to come to work clean, well-groomed, and in clean clothing. Use of deodorant and maintaining healthy oral hygiene is expected. Please keep nails trimmed - use of excessive fake nails is not allowed in a retail food environment. Hair must be tamed and tied back if below shoulders to meet health code standards.

**Shoes:** Closed-toe shoes are a must. We recommend something comfy and supportive — you'll be on your feet a lot, and our concrete floors don't mess around! Make sure they grip; non-slips are not required but you'll need tread that grips over wet treated concrete floors.

*Comfort, personality, and professionalism can coexist — and we trust you to strike that balance beautifully.*

---

# Workplace Policies

## Shift Drinks

Employees are encouraged to enjoy our products. While we hesitate to create a hard rule on drinks for employees while working, a good rule of thumb is 1 shift drink per 3 hours worked. If you're making your third drink to finish off an 8 hour shift – fair enough! If the number of shift drinks becomes excessive – a conversation with management may be warranted.

## Employee Discounts

Employees are entitled to a 20% discount on anything within the store.

Management reserves the ability to (and will often) further discount products based on internal factors; ask a member of management about anything you're interested in!

## Customer Discounts

There are several discounts that may be applied to different scenarios. We will dive further into this in POS training but always feel free to ask another employee or management for clarification. Every single employee is empowered to “buy” 1 drink per day for any customer. This can be a great way to reward a regular (or just awesome) customer or even just make someone's day a little brighter.

## Attendance and Punctuality

Attendance is of the utmost importance. Regular and punctual attendance is essential to the smooth operation of our organization.

All employees are expected to report to work on time and be present during their scheduled hours.

If an employee is unable to report to work or will be late, they must notify their supervisor as soon as possible in advance of their scheduled shift.

Absences without proper notification may be considered unexcused and subject to disciplinary action.

Excessive absenteeism, tardiness, or patterns of unexcused absences may lead to corrective action, up to and including termination of employment.

We understand that occasional absences due to illness or emergencies are unavoidable; in such cases, proper documentation may be required.

## Breaks

Rest is essential. The following standards mention given breaks on shift length. If an employee wishes to take a break outside of those within this framework, it is likely possible by speaking to management or a shift lead. If a break is taken outside of those situations described below, they will be unpaid and available at management's discretion. All breaks are scheduled or timed by management to meet business requirements.

- 4 hour shifts don't receive a break
- 4-7 hour shifts receive a 15-minute paid break.
- Any shift of 8+ hours is entitled to a 30-minute+ unpaid meal breaks (or 2 separate 15-minute paid breaks)

During breaks you are free to leave or remain on premises while not disrupting business functions. Employees on company premises are expected to maintain a professional appearance and conduct themselves in a manner that reflects positively on the business



# Scheduling

## Scheduling

Work schedules are established based on the needs of the business and may vary by department or role. Employees will be notified of their schedules in advance, and any changes will be communicated as early as possible.

Employees are expected to adhere to their assigned schedules and should request any time off through the Square Teams app. While we strive to accommodate to scheduling preferences when possible, business needs to take priority. Switching shifts with other employees is possible with management approval.

Repeated failure to follow the schedule without proper authorization may result in disciplinary action.

Schedules are *generally* written 2-4 weeks ahead of time. If changes are requested, there's always a possibility that accommodations can be made though this becomes more difficult as dates draw closer – Let us know if something pops up as soon as possible and we'll see what we can make happen!

## Requests Off

All time off should be submitted through our Square Scheduling app.

Please make sure to have your time in at least (3) weeks prior to your needed time off. We try to have schedules done weeks ahead of time.

Time off is subject to manager approval based on coverage needs and workload. Approval is not guaranteed until officially confirmed.

During high-demand times, we may limit time-off approvals to ensure adequate staffing.

If the occurrence arises that time off is needed on short notice, reach out to management or ownership for approval.

## Absences

Employees must notify their supervisor or ownership as soon as possible if they are unable to report to work. Notification should occur at least (2) hours before the start of the scheduled shift, unless in exceptional circumstances. Absences should be reported via phone call - not text message. Unreported or unauthorized absences may be considered unexcused and can result in disciplinary action, up to and including termination. Excessive absenteeism, even if excused, that becomes a pattern may also result in disciplinary action, up to and including termination.

**FORM****Conditional Employee or Food Employee Reporting Agreement****1-B**

Preventing Transmission of Diseases through Food by Infected Conditional Employees or Food Employees with Emphasis on Illness due to Norovirus, **Salmonella** Typhi, **Shigella** spp., or Shiga toxin-producing **Escherichia coli** (STEC), nontyphoidal **Salmonella** or Hepatitis A Virus

*The purpose of this agreement is to inform conditional employees or food employees of their responsibility to notify the person in charge when they experience any of the conditions listed so that the person in charge can take appropriate steps to preclude the transmission of foodborne illness.*

**I AGREE TO REPORT TO THE PERSON IN CHARGE:**

**Any Onset of the Following Symptoms, Either While at Work or Outside of Work, Including the Date of Onset:**

1. Diarrhea
2. Vomiting
3. Jaundice
4. Sore throat with fever
5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (**such as boils and infected wounds, however small**)

**Future Medical Diagnosis:**

Whenever diagnosed as being ill with Norovirus, typhoid fever (**Salmonella** Typhi), shigellosis (**Shigella** spp. infection), **Escherichia coli** O157:H7 or other STEC infection, nontyphoidal **Salmonella** or hepatitis A (hepatitis A virus infection)

**Future Exposure to Foodborne Pathogens:**

1. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, **E. coli** O157:H7 or other STEC infection, or hepatitis A.
  2. A household member diagnosed with Norovirus, typhoid fever, shigellosis, illness due to STEC, or hepatitis A.
  3. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, **E. coli** O157:H7 or other STEC infection, or hepatitis A.
- I have read (or had explained to me) and understand the requirements concerning my responsibilities under the **Food Code** and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

**Conditional Employee Name (please print)** \_\_\_\_\_

**Signature of Conditional Employee** \_\_\_\_\_ **Date** \_\_\_\_\_

**Food Employee Name (please print)** \_\_\_\_\_

**Signature of Food Employee** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signature of Permit Holder or Representative** \_\_\_\_\_ **Date** \_\_\_\_\_

# Social Media

To promote our brand, culture, and community, we use social media platforms to share content, updates, and behind-the-scenes moments. As an employee, you may be featured in or asked to participate in social media content related to the company.

## **Company Use of Social Media**

The company may capture and share photos or videos from the workplace, events, and day-to-day operations on platforms such as Instagram, TikTok, Facebook, and others. Employees may appear in this content unless a formal opt-out request has been submitted.

## **Employee Participation**

Employees may be asked to help create or participate in content (e.g., product features, team challenges, tutorials, or customer interaction videos). Participation is generally voluntary; however, helping with content is encouraged as part of team culture and marketing efforts.

## **Content Guidelines**

All social media content must align with company values and branding. Only authorized personnel may post on behalf of the company or represent the brand in an official capacity. Employees must not post any confidential, inappropriate, or offensive content related to the company, team, or customers.

## **Personal Social Media Use**

Be mindful of how personal social media use reflects on the company, especially if your profile identifies you as an employee. Do not share sensitive company information or speak on behalf of the business without permission.

## **Employee Acknowledgement and Consent**

I acknowledge that I have read and understood the company's Social Media Policy. By signing below, I give permission to Barista's Bouquet to capture, use, and share images, videos, and other content featuring me for use on its social media channels, website, and other marketing platforms. I understand that I may be asked to contribute to or appear in content, and that my participation helps support our brand's growth and visibility.

If I wish to opt out of being featured, I will submit a written request to management or HR.

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

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

# Equal Opportunity & Anti Harassment Policy

## **Purpose**

We are committed to a respectful, inclusive workplace. Discrimination or harassment (including sexual harassment) toward any protected group is strictly prohibited.

## **Scope**

This policy applies to all employees, interns, contractors, volunteers, and third parties (e.g., customers, vendors), in all work settings and communication channels.

## **Prohibited Conduct**

Harassment and discrimination include any unwelcome or offensive acts—including verbal remarks, gestures, physical contact, or digital behavior—based on any protected characteristic. Sexual harassment includes unwelcome advances or conduct that affects employment terms or creates a hostile work environment.

*Examples (non-exhaustive):*

- Verbal: sexually charged comments, jokes, slurs, or insults
- Nonverbal: leering, suggestive gestures, offensive imagery
- Physical: unwanted touching, hugging, intimidation

## **Reporting**

Harassment and discrimination include any unwelcome or offensive acts—including verbal remarks, gestures, physical contact, or digital behavior—based on any protected characteristic. Sexual harassment includes unwelcome advances or conduct that affects employment terms or creates a hostile work environment.

*Examples (non-exhaustive):*

- Verbal: sexually charged comments, jokes, slurs, or insults
- Nonverbal: leering, suggestive gestures, offensive imagery
- Physical: unwanted touching, hugging, intimidation

# Equal Opportunity & Anti Harassment Policy Cont.

## **Investigation & Discipline**

HR will conduct a fair and timely investigation. Where violations are confirmed, corrective actions will be taken—including training, warnings, suspension, or termination—depending on the severity.

## **Confidentiality & Protection**

To the extent possible, investigations remain confidential. Everyone involved is protected from retaliation or reprisals for reporting in good faith.

## **Compliance**

We reserve the right to review and update this policy periodically to reflect legal requirements and best practices.

## **Acknowledgement**

I have received, read, and understood this policy. I agree to comply with it and to treat others with dignity and respect.

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

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

Supervisor/Witness Signature (if applicable): \_\_\_\_\_

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

# Employee Acknowledgment

I acknowledge that I have received, read, and understand the contents of the Employee Handbook. I agree to comply with the policies, procedures, and expectations outlined within it.

I understand that this handbook is intended as a general guide and does not constitute a contract of employment. I also understand that the company may modify, revoke, suspend, or change any or all of the policies in this handbook at any time, with or without notice.

By signing below, I confirm my commitment to uphold the standards and responsibilities described in this handbook.

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

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

Supervisor/Witness Signature (if applicable): \_\_\_\_\_

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

# Get in touch



5938 Ashworth Rd, WDSM 50266



3837 121<sup>st</sup> St, Urbandale 50323



515-500-1126



baristasbouquet@gmail.com



baristasbouquet.com



*Barista's  
Bouquet*

Training  
Manual



# Workplace Policies

## What Sets Us Apart

At Barista's Bouquet, we like to do things a little differently. Not only are we a craft coffee shop (not 2<sup>nd</sup> wave but also not quite 3<sup>rd</sup> wave... we're kind of 2.5 wave), we're also a craft floral shop, and love to feed the plant addiction of generations. NASA says you should have at least 8 plants in your house to clean your air. Our air here is really clean.

**Sizes:** Only one. No exceptions.

**Syrups:** We make syrups in house (except for sugarfree caramel and vanilla). All of the syrups have been custom crafted and deliberately formed. Everything is meant to be a balance – more of a tasting note rather than an individual ingredient.

**Shots:** Everything is a double shot – 18g in and 45g out.

**Hospitality:** We strive to make every guest feel like family. Even during our busiest times, we make sure to connect with our guests. That's why, instead of calling out names for orders, we will continuously hand deliver our guests orders to them.

**Delivery:** At this time, we do not deliver either coffee or flowers.

# Workplace Policies

## Hospitality

**Every guest is acknowledged when they walk in!** A simple “hello” or good morning is great; especially when you’re busy with other things. We don’t need to drop everything and rush to take an order if we simply acknowledge guests; “I’ll be right with you” is usually all that’s necessary.

**Quality** is our main focus. We do strive to be as quick as possible but a 5 minute wait for a great drink is ALWAYS better than a mediocre drink in 3. On that same token, if something isn’t right with one of our products, let’s fix it instead of handing it off to a guest.

**We hand deliver drinks to customers** whenever possible. Customer service is key and the informality of “auctioning off” drinks is not what we do here at Barista’s Bouquet. Every guest is important and they deserve the best service.

**The Spiel** - Our spiel is more than just helping people get acquainted with us - it’s getting everyone on our page before they order something that will not be what they expect. With a few exceptions, every new customer should be identified and given the spiel. When someone orders a ‘large quad caramel and vanilla latte’ - we should be explaining what WE do because they will probably not be happy with what they receive.

# Workplace Policies

## BOH

### **3 Comp Sink / Dish washing**

All sinks should be clean! Sinks should be cleaned after use and ready for next use. Build up happens and detail cleaning should be done when needed. Dishes are everyone's responsibility - no matter the title.

#### **Wash Sink**

1-1.5 pumps of dawn soap should be added at the beginning of the fill, 110 degree water. Water should be filled the fill line (high enough to submerge most glasses and washing utensils). Suds should be apparent and a blueish hue to the water (when using blue Dawn). Replace when soiled or every 4 hours.

#### **Sanitize**

Fill with 65-70 degree water (cool to the touch or about room temperature) and measured amount of sanitizer concentrate. Once sink has been filled to the fill line (high enough to submerge most glasses and washing utensils). Solution should be between 150

# Training Checklist

- ☐ Steaming Milk
- ☐ Pulling a shot
- ☐ Syrups
- ☐ Drip Coffee
- ☐ Flowers
- ☐ Plants
- ☐ Breaks
- ☐ Hospitality
- ☐ Appearance & Hygiene
- ☐ POS
- ☐ Online Orders
- ☐ Discounts
- ☐ 3 Comp Sink
- ☐ Food prep