

hamdan_bakery

Warm bread, honest ingredients.

Business Profile (about_business.pdf)

This document is part of an AI agent assignment and is used as the bot's knowledge base.

Location (demo): Verdun, Beirut • **Hours:** Mon–Sat 07:00–21:00; Sun 08:00–16:00

Contact (demo): hello@hamdan-bakery.example | +961-01-234-567

Business Overview

Name: hamdan_bakery

Tagline: Warm bread, honest ingredients.

Type: Neighborhood artisan bakery

Story: Born from a love of slow-fermented bread and family recipes, hamdan_bakery blends classic French viennoiserie with Levantine flavors to serve everyday staples and festive bakes. We prioritize flavor, transparency, and community.

Mission & Values

Mission: Make honest, everyday bread accessible—without shortcuts.

Values:

- Quality: stone-milled flours, real butter, seasonal produce
- Transparency: clear ingredients and labeling
- Community: local sourcing and waste reduction
- Inclusion: options for vegan/low-sugar on request

Menu & Services

Daily Breads: country sourdough, multigrain, baguette, olive loaf

Viennoiserie: croissant, pain au chocolat, chocolate-hazelnut croissant

Levantine Bakes: za'atar twists, cheese buns, sesame ka'ak

Pastries & Cookies: seasonal tarts, signature cookies

Cakes: birthdays & events (48–72h notice; custom flavors and finishes)

Beverages: espresso, batch brew, iced coffee, tea

Services: pre-orders, office/event trays, same-day delivery (selected areas)

Unique Value Proposition

- Slow fermentation improves flavor and digestibility
- Stone-milled local flours whenever available
- No artificial preservatives or improvers
- Daily “last-hour” discount to reduce waste
- Vegan & low-sugar options by request

Team

- **Founder & Head Baker:** Mohamad Hamdan — oversees menu R&D and quality
- **Operations Lead:** Omar Saleh — logistics, supply, and scheduling
- **Customer Care:** Maya Haddad — orders, custom cakes, and feedback
- **Hiring:** seasonal baristas and part-time pastry assistants

Frequently Asked Questions

Q: Do you make gluten-free breads?

A: Not at this time; we can suggest low-gluten options and longer-fermented loaves.

Q: How do I place a custom cake order?

A: Share servings, flavor, design, and date—48–72h notice recommended.

Q: Do you deliver?

A: Same-day delivery in selected Beirut areas between 10:00–18:00.

Q: Do you use gelatin?

A: Halal or gelatin-free alternatives available on request for certain items.

Policies & Allergen Info

- **Allergens:** Products may contain gluten, dairy, eggs, and nuts. Cross-contact is possible.
- **Custom Orders:** 48–72h notice; 50% deposit for custom cakes; balance on pickup.
- **Cancellations:** ≥48h before pickup—deposit transferable to store credit; <48h—fees may apply.
- **Shelf Life:** breads 1–3 days (store in paper; refresh in oven); pastries best same day.
- **Sustainability:** unsold goods donated or discounted during last hour where possible.