

Bakery FAQs

1. What are your bakery's opening hours?

Our bakery is open from 7:00 AM to 8:00 PM from Monday to Saturday, and 8:00 AM to 6:00 PM on Sundays.

2. Do you offer gluten-free products?

Yes, we have a range of gluten-free items including bread, muffins, and cakes. Please ask our staff for assistance.

3. Are your products made fresh daily?

Absolutely! All our baked goods are prepared fresh every day using high-quality ingredients.

4. Do you take custom cake orders?

Yes, we specialize in custom cakes for birthdays, weddings, and other special occasions. Please place your order at least 3 days in advance.

5. Do you offer vegan options?

Yes, we have a selection of vegan pastries, cookies, and cakes available.

6. Can I place an order online?

Yes, you can place orders through our website or mobile app. We also accept orders via phone.

7. Do you provide delivery services?

Yes, we offer local delivery within a 10-mile radius for a small fee. Free delivery for orders over \$50.

8. Do you offer catering for events?

Yes, we cater for all types of events including corporate meetings, weddings, and parties. Contact us for packages.

9. Are there any sugar-free options?

Yes, we have sugar-free cookies, muffins, and cakes for those who need or prefer them.

10. Can I reserve baked goods for pickup later in the day?

Yes, you can call ahead and reserve items for pickup before closing.

11. Do you use organic ingredients?

We use organic ingredients wherever possible, and we clearly label our organic items.

12. Are nuts used in your bakery?

Yes, many of our items contain nuts. We do our best to avoid cross-contamination but cannot guarantee nut-free products.

13. What is your most popular item?

Our signature sourdough bread and chocolate croissants are customer favorites.

14. Do you make everything in-house?

Yes, all of our products are baked in-house by our skilled bakers.

15. Do you have seasonal items?

Yes, we offer special items during holidays like Christmas cookies, pumpkin pie, and Valentine's Day cupcakes.

16. How far in advance should I order a cake?

Please order at least 3 days in advance for standard cakes and 1 week for complex custom designs.

17. What payment methods do you accept?

We accept cash, credit/debit cards, mobile payments, and online payments.

18. Can I buy gift cards?

Yes, we offer gift cards in various denominations both in-store and online.

19. Do you offer baking classes?

Yes, we host monthly baking workshops for adults and kids. Check our website for the schedule.

20. Can I get nutritional information for your products?

Yes, nutritional info is available upon request or can be found on our website.

21. Is there seating available in the bakery?

Yes, we have a cozy seating area with free Wi-Fi and coffee service.

22. Do you offer discounts for bulk orders?

Yes, we provide discounts on large and corporate orders. Please contact us for more details.

23. Do you participate in farmers' markets?

Yes, we participate in local farmers' markets every weekend. Check our social media for locations.

24. Are pets allowed inside the bakery?

Only service animals are allowed inside, but we do have outdoor seating where pets are welcome.

25. Do you offer loyalty rewards?

Yes, join our loyalty program to earn points and get exclusive offers.

26. Can I customize a bread recipe?

Yes, we can work with you to customize bread with specific ingredients, subject to availability.

27. How do you ensure food safety?

Our staff follows strict hygiene protocols and our kitchen is regularly inspected.

28. What if I have a food allergy?

Please inform us of any allergies. We'll do our best to accommodate and suggest safe options.

29. Do you offer job opportunities?

Yes, we're always looking for passionate bakers and customer service team members. Apply on our website.

30. Are your pastries made with real butter?

Yes, we use only real butter and high-quality ingredients for all our pastries.

31. Can I freeze your baked goods?

Yes, most of our products can be frozen and reheated for later consumption.

32. Do you donate unsold goods?

Yes, unsold goods are donated to local shelters and food banks at the end of the day.

33. Can I get a refund for a product?

If you're unsatisfied, please let us know within 24 hours and we'll offer a replacement or refund.

34. Do you make wedding cakes?

Yes, we offer customized wedding cakes with tastings available by appointment.

35. Is there parking available?

Yes, we have a dedicated parking area for our customers.

36. Can I schedule a bakery tour?

Yes, we offer guided tours of our bakery for schools and small groups. Contact us to book.

37. Do you support local farms?

Yes, we source ingredients like dairy, eggs, and fruits from local farms.

38. Do you sell baking supplies?

Yes, we offer select baking supplies like flour, chocolate chips, and cupcake liners.

39. How can I give feedback?

You can leave feedback on our website, email us, or fill out a feedback form in-store.