

Welcome to the Flower Co. Employee Handbook.

Our core values are freshness, kindness, and speed of service.

All employees are expected to maintain a professional appearance and a friendly demeanor.

Customer complaints must be reported within 24 hours using the Service Feedback Form.

Late arrivals must be logged in the HR attendance tracker.

Employees are entitled to two 15-minute breaks and one 30-minute lunch per 8-hour shift.

Use of personal phones during working hours is discouraged unless in case of emergency.

Performance reviews are conducted biannually in June and December.

Staff must complete mandatory customer service training during onboarding and annual refreshers.