



Slice of Heaven
DALLAS, TEXAS



Slice of Heaven Employee Handbook

Slice of Heaven
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About Slice of Heaven

Dear Team Member,

We are delighted to welcome you to the Slice of Heaven family! You've joined a passionate and dedicated team, and we're excited to work with you as we continue our mission of creating unforgettable experiences for our customers through our baked goods.

At Slice of Heaven, we pride ourselves on high-quality products, excellent customer service, and a supportive work environment. This handbook is designed to guide you through our policies, expectations, and values to help you succeed and thrive here.

Feel free to reach out with any questions as you settle in, and remember, we're all here to make every day a little sweeter—for both our customers and ourselves.

Welcome aboard, and thank you for being part of our journey!

Warm regards,

Tana Juko

Founder and CEO
Slice of Heaven Bakery

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About Slice of Heaven

Mission

Our mission at Slice of Heaven is to delight our customers by crafting and serving the finest baked goods with uncompromising quality, exceptional flavors, and a touch of homemade goodness. We aim to create memorable experiences that leave a lasting impression and make every visit to our bakery a slice of heaven.

Products and Services

At Slice of Heaven, we specialize in a wide array of baked goods that cater to various tastes and occasions. From freshly baked artisanal bread to delicate pastries, scrumptious cookies, and custom-designed cakes, each creation is handcrafted with love and attention to detail. We strive to use the finest ingredients, ensuring that every bite is an indulgence to savor.

Our bakery is not just a place to satisfy cravings; it's a destination for celebrations, gatherings, and moments of pure joy. We offer personalized cake designs and custom catering services to make every event extra special. Whether it's a birthday, wedding, anniversary, or any other milestone, we are dedicated to creating sweet memories that will be cherished forever.

Commitment to Quality

At Slice of Heaven, we have a steadfast commitment to delivering the highest quality products and services to our customers. From the moment our bakers start preparing the dough to the final decoration on a cake, every step is executed with precision and care. We adhere to strict quality standards, ensuring that every product leaving our bakery is a testament to our dedication and craftsmanship.

Customer Satisfaction

Our customers are at the heart of everything we do. We believe in building lasting relationships by providing exceptional service and going the extra mile to exceed their expectations. We welcome feedback, listen to our customers' needs, and continuously strive to improve our offerings to ensure their satisfaction. Our goal is to create a warm and welcoming environment where every customer feels valued and leaves with a smile.



Employment Policies

Employment-at-Will

Slice of Heaven maintains an employment-at-will relationship, which means that either the employee or the company can terminate the employment relationship at any time and for any reason, with or without cause.

Equal Opportunity and Anti-Discrimination

Slice of Heaven is committed to providing equal employment opportunities to all individuals without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, or any other protected characteristic as defined by applicable laws. Discrimination or harassment based on any of these protected characteristics will not be tolerated, and employees are encouraged to report any incidents promptly.

Harassment and Respectful Workplace

Slice of Heaven is dedicated to maintaining a respectful and inclusive workplace free from harassment, bullying, and discrimination. All employees are expected to treat one another with dignity and respect, regardless of their position, seniority, or personal differences. Any form of harassment, including but not limited to sexual harassment, verbal abuse, or intimidation, is strictly prohibited.

Employees are encouraged to report any incidents of harassment promptly, and the company will conduct a thorough investigation and take appropriate action.

Work Schedule and Attendance

Employees are expected to adhere to their assigned work schedule and arrive on time. Notify your supervisor promptly if you are unable to report to work or need to request time off. Excessive absenteeism or tardiness may result in disciplinary action.

Use of Company Resources

Company resources, including computers, internet access, email, and other equipment, are provided for business purposes. Employees should use these resources responsibly, ethically, and in compliance with company policies. Personal use of company resources should be limited and in accordance with established guidelines.

Substance Abuse

Slice of Heaven maintains a drug-free workplace. The use, possession, sale, or distribution of illegal drugs or substances on company premises or during working hours is strictly prohibited. Employees are expected to report to work in a fit condition and refrain from the misuse of alcohol or controlled substances that could impair job performance or pose a risk to safety.



Time Off and Leave Policies



Vacation Leave

Slice of Heaven recognizes the importance of work-life balance and encourages employees to take time off for rest and relaxation. The specific vacation leave policy will be communicated to employees upon hire and may vary based on length of service, position, or other factors. Employees are required to submit a request for vacation leave in advance, following the designated procedure. Approval of vacation leave is subject to operational requirements

Sick Leave

Slice of Heaven provides sick leave to support employees who are unable to work due to illness, injury, or medical appointments. The specific sick leave policy will be communicated to employees upon hire and may vary based on length of service, position, or other factors.

Employees are required to notify their supervisor or the designated contact as early as possible when they need to take sick leave. Proper documentation, such as a doctor's note, may be requested for extended sick leave or other absences.

Personal Leave

Slice of Heaven understands that there may be times when employees need time off for personal reasons that do not fall under vacation or sick leave.

Personal leave requests should be made in advance, following the designated procedure. Approval of personal leave is subject to operational requirements and the needs of the business.



Family and Medical Leave

Slice of Heaven complies with all applicable family and medical leave laws, such as the Family and Medical Leave Act (FMLA) or similar state or local regulations. Eligible employees may be entitled to take unpaid leave for specific family or medical reasons, including the birth or adoption of a child, serious health conditions, or to care for a family member with a serious health condition.

Employees seeking family and medical leave should notify their supervisor or the designated contact and provide the necessary documentation as required by law.

Bereavement Leave

Slice of Heaven recognizes that the loss of a loved one is a challenging time for employees. Bereavement leave may be granted to employees to allow them to attend funerals or make necessary arrangements.

The specific bereavement leave policy will be communicated to employees upon hire and may vary based on the relationship to the deceased and other factors.

Jury Duty and Court Appearance

Slice of Heaven acknowledges that employees may be called for jury duty or required to appear in court as a witness. Employees should notify their supervisor or the designated contact promptly upon receiving a jury duty summons or court appearance notice.

Employees will be granted the necessary time off as mandated by law, and proof of service or appearance may be required.

Employee Conduct and Discipline

Conduct Expectations

Slice of Heaven expects all employees to conduct themselves in a professional, respectful, and ethical manner at all times. Employees are expected to treat coworkers, customers, and visitors with courtesy, dignity, and respect, regardless of position, background, or personal differences.

Unacceptable behavior includes but is not limited to harassment, discrimination, bullying, dishonesty, insubordination, violence, theft, or any conduct that negatively impacts the work environment.

Dress Code and Personal Appearance

Slice of Heaven maintains a dress code to ensure a professional and hygienic work environment. Specific dress code guidelines will be communicated to employees upon hire, including requirements for uniforms, footwear, grooming standards, and any other relevant expectations.

Attendance and Punctuality

Regular and punctual attendance is crucial to the smooth operation of Slice of Heaven. Employees are expected to report to work on time and adhere to their assigned work schedule. If unable to report to work or needing to request time off, employees must notify their supervisor or the designated contact as early as possible, following the established procedure.

Use of Company Resources

Company resources, including computers, internet access, email, and other equipment, are provided for business purposes. Employees should use these resources responsibly, ethically, and in compliance with company policies.

Personal use of company resources should be limited and in accordance with established guidelines.



Substance Abuse

Slice of Heaven maintains a zero-tolerance policy for the use, possession, sale, or distribution of illegal drugs or substances on company premises or during working hours.

Employees are expected to report to work in a fit condition, free from the influence of alcohol or controlled substances that could impair job performance or pose a risk to safety.

Disciplinary Procedures

In the event of employee misconduct or violation of company policies, Slice of Heaven will conduct a fair and impartial investigation.

Depending on the severity of the offense, disciplinary actions may include verbal warnings, written warnings, suspension, or termination of employment.

The company retains the right to determine appropriate disciplinary measures based on the circumstances of each case.

Reporting Misconduct

Slice of Heaven encourages employees to promptly report any observed or experienced misconduct or policy violations.

Employees should report concerns to their supervisor, the Human Resources department, or the designated reporting channel. Reports will be treated with confidentiality to the extent possible, and retaliation against employees who report misconduct in good faith is strictly prohibited.



Acknowledgment Form

I, [Put Your Name Here] _____, have received a copy of the Slice of Heaven Employee Handbook. I understand that the handbook is designed to provide guidance on company policies, procedures, and expectations, and it is my responsibility to read and familiarize myself with its contents.

By signing this acknowledgment form, I confirm that I have received a copy of the employee handbook and agree to abide by the policies and guidelines outlined within. I understand that failure to comply with these policies may result in disciplinary action, up to and including termination of employment.

I acknowledge that the employee handbook is not a contract of employment and does not create any contractual rights or obligations. I understand that employment with Slice of Heaven is at-will, and either the company or I can terminate the employment relationship at any time, with or without cause.

I understand that the company reserves the right to modify, amend, or update the policies contained in the employee handbook, and I will be provided with notice of any such changes.

I understand that if I have any questions or concerns regarding the policies outlined in the employee handbook, I should consult the appropriate supervisor or the Human Resources department for clarification.

Employee's Name: _____

Employee's Signature: _____

Date: _____



Welcome Aboard!
Questions? HR@sliceofheaven.com