

COVID 19 - BUSINESS UPDATES

Following Guidelines

Dear Friends and Customer's,

Lucia's Baked Delights is ready and willing to serve you for your baking needs at all times. You can rely on our dedication to providing you with up to code baked goods while we continue to maintain all the necessary precautions for you, your family and ours.

As you know, we operate under a Cottage Food Class A License, we plan to be available for you as long as we are allowed. We do NOT have a store front location. We have offered curbside pickup along with local delivery for the last 4 years and will continue to do so.

APPRECIATE

Our LOVE and thoughts go out to the families who have been affected by this unprecedented event. For those of you who are not aware, I am a mother, wife, home bakery owner and a Healthcare worker. I whole heartedly appreciate all those who I work with on a daily bases along with our fire fighters, police officers and local communities who are on the front lines working to help and protect those affected by the Coronavirus.

We strive to do our part as a home-based bakery and local business. We value the success we have accomplished and as a cottage food operation we feel the need to do our part to serve, protect and educate our customers. We currently follow our state's COVID-19 requirements and those set by the CDC Coronavirus (COVID-19 Guidelines).

HERE are a few requirements we have put into place while we are going through this process to adjusting to our "new norm "for the time being.

ORDERS

Our customers may place orders on our website, texting message and email through our contact page. We currently added Facebook messenger and Instagram messaging.

CONSULTATIONS

For the convenience and safety of our customers, we have added ZOOM on the website to book appointments to replace the sit-down consults. This is a temporary fix for the current situation and will be a new feature once we are approved by our state to allow in-person meetings without restrictions.

CLEANING

We will continue to monitor information from our local governments and the Centers for Disease Control (CDC) to ensure that we continue to follow best practices to protect our customers and family. Also, diligently follow the cleaning and sanitizing practices required by our local Environmental Health Agency and California State laws.

- Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.
- Frequently disinfect surfaces repeatedly touched by employees or customers such as door knobs, equipment handles, etc.
- Frequently clean and disinfect floors, counters, and other access areas using EPA-registered disinfectants.
- Prepare and use sanitizers according to label instructions

PACKING

Individually packaging for bake good order can be arranged, let us know when placing your order.

CONTACTLESS INVOICES/ PAYMENTS

All quotes and invoices will be emailed to protect our customers and ourselves.

Payments will ONLY BE online or using electronic functions. We have set up multiple ways to make a payment

- Online check-out (we use SQUARE for Creditcard processing)
- Phone – Manual input for Creditcard transaction
- PayPal
- Venmo
- ZELLE (we bank with BOFA)
- E-gift cards (purchase on our website)

Thank you for allowing the time to read this and for allowing us to serve you!

Your Friends,
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