



Custom Cake Order Process



1. Inquiry

Customer makes an inquiry via one of the following channels:

- Phone
- Email
- Website



2. Quote

Customer is given a quote form via email or in person.

A paper copy of the quote is filed in our quotes binder

A digital version of the quote is filed in Google Drive in the Quotes folder.



3. Live Order

Order is entered into Bakesmart by our sales staff.

A 100% deposit is required when the order is placed.



4. Confirmation

Sales staff emails the customer a PDF copy of their order.

A copy of the receipt is emailed to the customer in the case of a deposit.

5. Order Received



ORDER PICKUP:

Customer picks up order in-store



ORDER DELIVERY:

Order is delivered to the event location