# Pinterest and Profitability

Getting Control of the Cake Ordering Process

Beth Fahey



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### What do we love about Pinterest?

- Great idea generator
- Tutorials often linked to photos
- Foretells cake trends
- Spy on the competition
- Way to up-sell cakes

### What don't we love about Pinterest?

- Difficult to price
- Often a DIY project
- The unknown: first-time order
- Production log jam
- Unrealistic time-frame
- Unrealistic budget

### You are in control

- Identify time wasters in your bakery
- Establish what you are willing to do and what you are NOT willing to do
- Funnel at the inquiry stage
- Have the right tools for pricing
- Tips on using processes and technology to your advantage

# Time is Money

## Identify time-wasters

- Observe your staff (or yourself) with a time study
- Get an idea of how long it takes to respond to emails
- Designate a specific amount of time for consultations
- Observe how long it takes to put in an order
- Time different staff members
- What happens after the customer leaves?



Ingredients Cost: \$55.99 Direct Labor: \$146.23 Overhead Contribution: \$122.40 Total Direct Cost: \$324.62



Ingredients Cost: \$ 55.99 Direct Labor: \$227.87 Overhead Contribution: \$183.60 Total Direct Cost: \$467.46



Ingredients Cost: \$76.23 Direct Labor: \$494.99 Overhead Contribution: \$374.00 Total Direct Cost: \$945.22



"Something Blue"

"Danielle"

	"Jaime"	Pay Rate	Labor Cost	"Something Blue"	Pay Rate	Labor Cost	"Danielle"	Pay Rate	Labor Cost	
Task	(time)			(time)			(time)			
Initial Inquiry/ Consultation	0.50	\$15.00	\$7.50	0.75	\$15.00	\$11.25	1.50	\$23.00	\$34.50	
Taking Order	0.25	\$15.00	\$3.75 \$3.75	0.25	\$15.00	\$3.75	0.50	\$15.00	\$7.50 \$3.75	
Computer Entry	0.25	\$15.00		0.25	\$15.00	\$3.75	0.25	\$15.00		
Subsequent Communication	0.25	\$14.00	\$3.50	0.50	\$14.00	\$7.00	1.50	\$14.00	\$21.00	
Baking	2.00	\$40.00	\$80.00	2.00	\$40.00	\$80.00 \$4.62 \$17.00	2.00 0.66	\$40.00 \$14.00 \$17.00 \$23.00	\$80.00	
Filling	0.33	33 \$14.00	\$4.62	0.33	\$14.00				\$9.24	
lcing	1.00	\$17.00	\$17.00	1.00	\$17.00 \$20.00		1.50		\$25.50 \$276.00	
Decorating	0.33	\$17.00	\$5.61	4.00		\$80.00	12.00			
Checkout/Delivery	1.00	\$17.00	\$17.00	1.00	\$17.00	\$17.00	2.00	\$17.00	\$34.00	
Follow Up	0.25	\$14.00	\$3.50	0.25	\$14.00	\$3.50	0.25	\$14.00	\$3.50	
TOTAL	6.16		\$146.23	10.33		\$227.87	22.16	\$15.00	\$494.99	

### Wedding Cake Labor Time Study

This is an example of a time study for three different wedding cakes. Notice that the time it takes to bake and fill the cakes are virtually the same in each case. Many factors can influence the time that it takes to perform each task, but let's assume that you have a well-trained staff and your bakery runs with a certain amount of effeciency.

In the case of "Jaime", the bride was very easy. Her consultation was very straightforward and all other aspects - baking through delivery - went as planned.

"Something Blue's" bride took a little more time in the areas of consultation, communication and decorating, so the labor costs for this cake are a little higher. An beginning cake decorator was used in both "Jaime" and "Something Blue".

"Danielle" is an example of a high-end cake with an equally time-consuming client. The consultation, in this case, lasted over two hours with a higher-paid decorator. There was a great deal of communication with the bride following the booking, and the decorating had to be done by the most experienced decorator because the design included fondant lay-ons, painting, and sugar roses.

### The Sales Funnel

# The Showroom

- Set specific duration times for wedding, shaped, and standard cake consultations
- Have a script for consultants to follow
- Provide visual guides for customers
- Make pricing info easy to understand and accessible
- Make appointments whenever possible
- Should you charge for consultations?



## Order Guides

- Sales Process
- Cake Structures
- Flavors and fillings
- Cupcake towers
- Dessert Bars



### The Wedding Guide Book

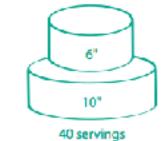


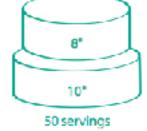
### **Round Wedding Cake Structures**

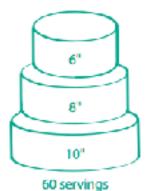
Choose a structure according to the amount of servings that you'll need.

### **Round Wedding Cake Structures**





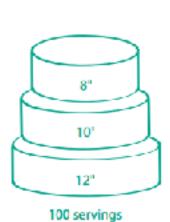
















6"

#### 115 servings



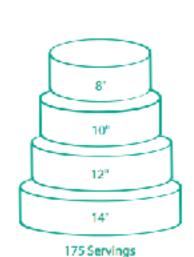
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135 servings

170 servings





1

180 servings



How much should lorder? The rule of thumb is to order 80% of your maximum guest count. Extra servings can be added 2 weeks in advance of your wedding, if needed.

110 servings

### Flavors & Filling Suggestions



If you can't decide between some of the available combos, no problem! You can have different flavors in your cake. For example, the top tier could be chocolate cake with chocolate mousse filling, and the next tier could be banana cake with hazeInut mousse, filling and so on...



Confetti Cake: Our favorites are orange, raspberry, and lemon. Chocolate and hazeinut are also guite good.



Goes with Just about everything. The most popular mousse fillings are chocolate, strawberry, and raspberry.



Chocolate Cake: Chocolate, raspberry, white chocolate, Irish cream, vanilla bean, mocha, chocolate mint. For something totally different, try the orange mousse.



Our favorites are lemon, raspberry, key lime, and orange. Chocolate and hazelnut are also quite good.

### Flavors & Filling Suggestions



#### Red Velvet:

Cream cheese is traditional, but is not always a good choice for wedding cakes because of the length of time that wedding cakes are displayed. We like white chocolate mousse the best, but vanilla bean, raspberry, and strawberry are nice, too.



#### Banana Cake:

Chocolate, strawberry, and hazelnut go best with our moist banana cake (made with fresh bananas). If you want to replicate the flavors of our popular "fudgy monkey" cupcake, go with banana mousse and fudge filling.



#### Yellow Cake:

Strawberry and chocolate make for all-around favorites. Like the white cake, it goes with just about everything. Yellow is a little bit richer, kind of like a Twinkie. Fresh strawberries added to strawberry mousse is like a very summery strawberry shortcake-like cake.



#### Carrot Cake:

As with red velvet cake, cream cheese is traditional, but we like the way vanilla bean, white chocolate, hazelnut, or pineapple go with the warm spices and sweet raisins in the carrot cake.

### Cupcakes



#### Cupsake Stands

If you'd like, we'l provide a white metal stand or a disposable stand for your cupcakes that comes in either silver, cold, or white. The amount of tiers can be adjusted according to the look that you want, and the number of cupcakes that you'd like to display. Check with a consultant for stand and set-up pricing.

ļ	Cupcake Flav
	💿 White
	📀 Chocolate
	🔘 Red Velvei
	💿 Yallow
	© Banana
	💿 Carroi
	Confetti

vors

*ret* 

Custom. decorations and ribbon-edged boards are also available for an extra charge, which varies according to your choice.

#### Mousse Fillings

Strawberry @ Chocolate @ Vanilla Bean @ Raspberry @ Banana @ Lemon Orange © Coconut © Lime © Moche © Hazelnut © Pineapple © Irish Gream Key Lime @ Peanut Butter @ Chosolate Mint @ White Chosolate

Our signature Buttercream leing is included!

Topping Options

Nonpareile

Sprinkles

Sanding Sugars

Chocolate Curls

White Chocolate Curls

Edible Glitter

Flowers\*

Monocrams\*

Ecible Pearls\*

There are more custom

options! Just ask if you'd

like something else.

\*additional charge

#### Gourmet icings (add variable charges

dark chocolate ganache\* 💿 fudge 💿 chocolate buttercream 💿 cream cheese\*

\*{display time limited to 2 hrs.}

How much should l order? The rule of thumb is to order 80% of your maximum guest count. Extra servings can be added 2 weeks in advance of your wedding, if needed.

Sweet	Little	Treats

Whether you're planning on treating your guests to a sweet table, edible favors, or centerpleces, we have plenty of dessert options to choose from, many of which can be customized to match your wedding theme. They're also a great option for your rehearsal dinner or wedding shower!



What could be more romantic than Chocolate Dipped Strawberries? These can be customized in your choice of colors.

Everybody loves Cookles! We have a great selection in a variety of flavors to choose from.

Brownie Pops are great



Mini Pastrica

We have a delicious

selection of Mini Pastries

to choose from. They're

just the right size for

an after meal treatl

as favors, and can be decorated in your choice. of colors and toppings.

Rice Krisple Pops are fun to eat, and can be dipped and decorated in your choice of colors.

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### Photo

# Your Digital Storefronts

- Pinterest, Flickr
- Wedding Wire, The Knot
- Facebook, Twitter, Instagram
- Yelp!, TripAdvisor



### Cr8cakes

Creative Cakes Bakery & Cafe >



### **View Insights**



Promote





Sugar Embellishments 2 albums | Edit Mosaic



Anniversary Cakes 1 album | Edit Mosaic



Birthday 5 collections | Edit Mosaic



Baby Shower 4 albums | Edit Mosaic



Cookies 1 collection | Edit Mosaic



Cupcakes 5 albums | Edit Mosaic



Fondant Figurines 1 album | Edit Mosaic



Groom's Cakes 1 album | Edit Mosaic

### Creative Cakes' Flickr Page



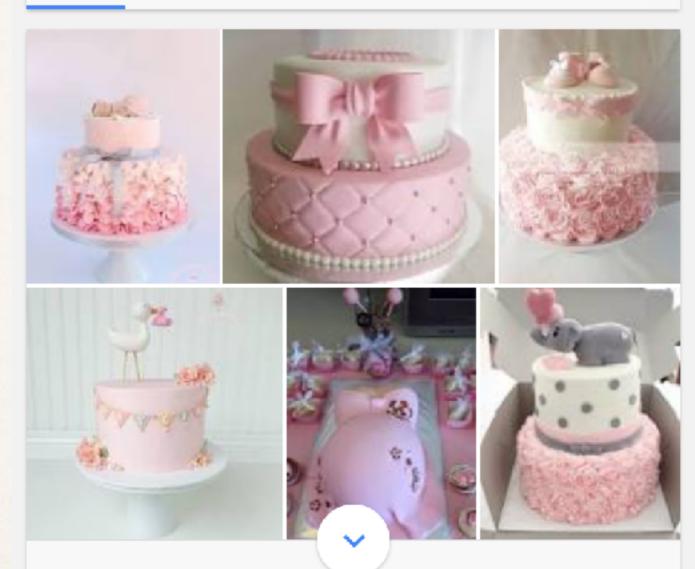
# The World

- Top customer search tools:
  Google and Pinterest, NOT your website
- The customer's phone

### Google

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baby shower cake girl 🛛 🗙								
ALL	IMAGES	SHOPPING	VIDEOS	NEWS				

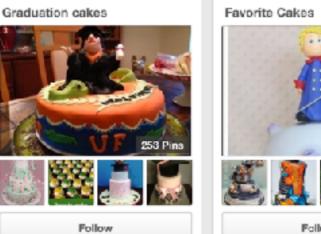


View all images

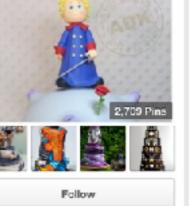
Best 25+ Girl baby shower cakes ideas only



Dragon Cakes







1,129 Fins

Castle Cakes

Follow



Follow

Owl Cakes



Follow

Super Hero Cakes



**Disney Cakes** 



Jungle/Zoo/Africa Cakes 671 Pir

Follow

Beach and Sea Cakes



Follow

618 Pins

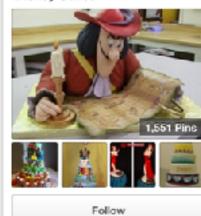
1.716 Pin:

Pirate Cakes



Follow





Farm/Western/Horse Cakes

Follow

















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### An Avid Pinterest User

-1 Follow

# Phone inquiries

- Have pricing info next to every phone
- Set parameters for duration of calls: redirect whenever possible
- Code your photos
- Computers near phones
- Ask them to come in if they are willing



# **Email Inquiry**

- Price quotes through email
- One "voice" have staff members sign emails
- "Request a Quote": use a form to qualify quotes
- Auto-responders
- Form letters
- Redirection: appointment, quote, or sale



## Tool Box

- Website: Request a Quote form
- Custom Cake Quote Form
- Order Guides
- Appointment Book
- Pricing Binder
- Existing Quotes Binder

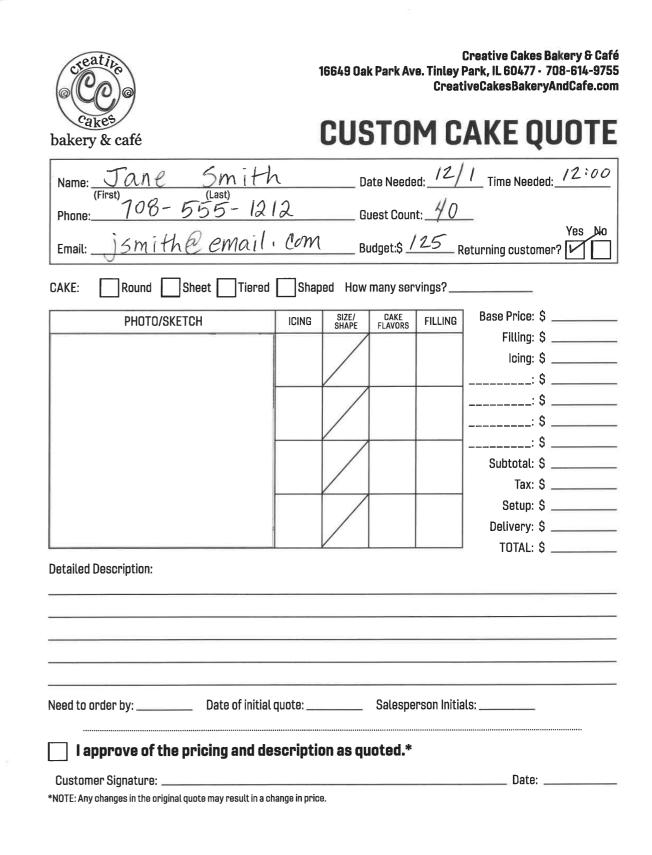
- Flickr
- iPads
- Pinterest/Flickr on iPads
- ZipWhip Texting
- Adobe Acrobat or DocuSign
- Bakesmart POS

### Request a Quote From Creative Cakes

Type of Request *	Wedding	
Name *		
Email *		
Phone		
Expected Number of Guests *		
Pickup Date *		
Pickup Time *	08:00	
	AM	
Recommended Budget *	\$25-\$50	
How Did You Hear About Us?		
File	Choose File No file chosen	Accepted file types: jpg, gif, png, pdf, tif, eps, jpeg.
Special Instructions:		
		1
	Submit	

# Custom Cake Quote

- Customer fills out on their own while waiting
- Captures all customer contact info
- Asks about budget
- Encourages decisions about cake size, flavors and fillings
- May remain as a quote, or get attached to an order



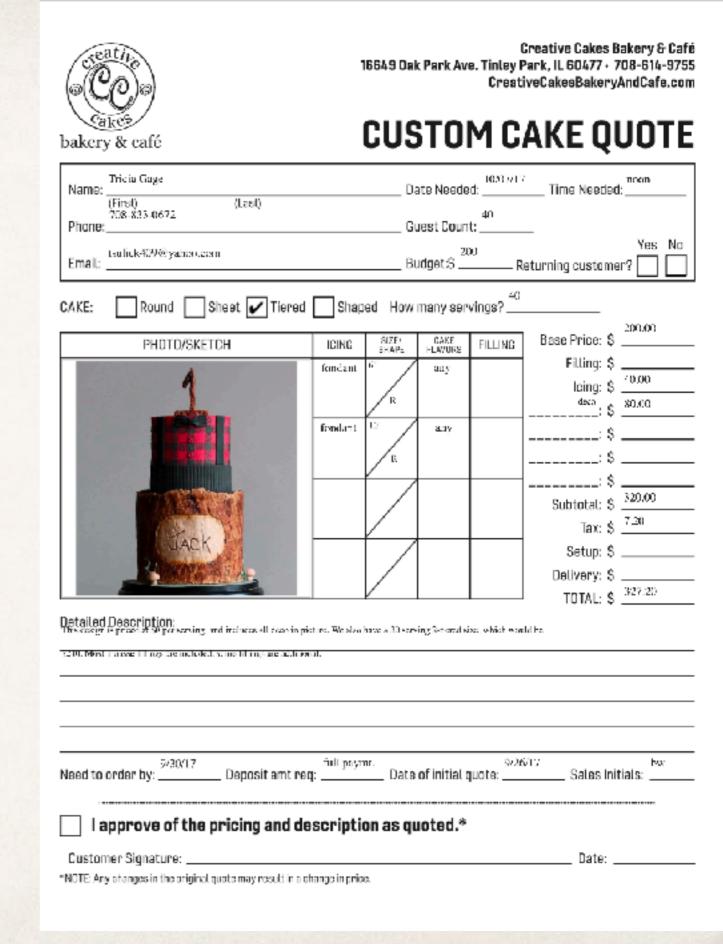
# Custom Cake Quote - in person

- Detailed quote with itemized pricing
- Sketched design
- As much detail as an order
- Concrete order by date
- Salesperson's initials

bakery & café	Creative Cakes Bakery & Café 16649 Oak Park Ave. Tinley Park, IL 60477 · 708-614-9755 CreativeCakesBakeryAndCafe.com CUSTOM CAKE QUOTE											
Email: jsmith@email.com	aped How many servings?											
PHOTO/SKETCH ICING	SHAPE FLAVURS											
Babyles Babyles White Cooobood Cooobood Cooobood White Fond White Fond	R      With      M.      Tax: \$      7.65        10      10      0.60      Setup: \$											

Custom Cake Quote - digital

- Same quote form; PDF with fields
- Faster to type
- Saved as PDF and emailed to customer
- Customer can "sign off" digitally
- PDFs kept in DropBox filed by month/year
- Printed copy kept in binder



## Binders

- Wedding Cake Estimates
- Pricing
- Delivery Schedule
- Custom Cake Quotes
- Cookie Shapes
- Donation Requests
- Rentals
- Wedding Contract Backup



	0.12	0.2	400	17.11	100	0.100	1010	
	<u>6"</u>	<u>8"</u>	<u>10"</u>	<u>1⁄4"</u>	<u>12"</u>	<u>2-Jan</u>	LG 1/2	FULL
Borders								
BC multi-color border	\$6.00	\$6.00	\$9.00	\$9.00	\$12.00	\$15.00	\$15.00	\$18.00
Fondant ball border multi-color	\$12.00	\$15.00	\$18.00	\$21.00	\$24.00	\$30.00	\$36.00	\$50.00
Fondant ball border multi-color Scattered	\$6.00	\$6.00	\$9.00	\$9.00	\$12.00	\$15.00	\$18.00	\$25.00
Fondant Dots, Elite Dots, Hearts, Stars, Snowflakes								
1 Color	\$6.00	\$9.00	\$12.00	\$12.00	\$12.00	\$15.00	\$15.00	\$24.00
Multi-color	\$9.00	\$12.00	\$15.00	\$15.00	\$15.00	\$18.00	\$1 <b>8.00</b>	\$27.00
Fondant Striping								
Vertical 1 color	\$6.00	\$6.00	\$12.00	\$12.00	\$12.00	\$15.00	\$15.00	\$21.00
Vertical Multi-color	\$9.00	\$9.00	\$15.00	\$15.00	\$15.00	\$18.00	\$18.00	\$24.00
Air Brush								
Whole cake	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
Tie dye	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$12.00	\$12.00	\$15.00
Camouflage	\$9.00	\$9.00	\$9.00	\$9.00	\$9.00	\$12.00	\$12.00	\$15.00
Animal Prints								
Fondant zebra	\$12.00	\$12.00	\$18.00	\$18.00	\$18.00	\$21.00	\$24.00	\$39.00
BC Cheetah (add tint charge)	\$9.00	\$9.00	\$15.00	\$15.00	\$15.00	\$18.00	\$18.00	\$39.00
Painted cheetah (on Fondant cover only!)	\$15.00	\$15.00	\$18.00	\$18.00	\$21.00	\$27.00	\$27.00	\$39.00
Fondant Cow or Giraffe (full) 1 color	\$12.00	\$12.00	\$15.00	\$15.00	<mark>\$18.0</mark> 0	\$21.00	\$21.00	\$39.00
Basketball:								
4 inch IKEA	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00
6 inch			\$27.00	\$27.00	\$27.00	\$27.00	\$27.00	\$27.00
8 inch					\$30.00	\$30.00	\$30.00	\$30.00
Baseball:								
4 inch IKEA	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00
6 inch			\$27.00	\$27.00	\$27.00	\$27.00	\$27.00	\$27.00
8 inch					\$30.00	\$30.00	\$30.00	\$30.00
Football	\$24.00	\$24.00	\$24.00	\$24.00	\$24.00	\$24.00	\$24.00	\$24.00
								and the second se

# It's Alive!!

- Document the life cycle of the order
- Do the same thing EVERY time
- Track all communications
- Attach photo references
- Check and recheck
- Sign-off at pick-up and delivery

Hesser, La Phone No.: 708-557-4		Order No.: <b>11106</b> Required: <b>Sat, Oc</b> Status: <b>Open -</b>	AM 09:00		
Pickup		Taken By: Melinda	a M		
Description		Notes:			
RND 10 2L		Quantity1	Price 125.95	Total 125.95	
silk 826) Layer 1: Yellow Filling 1: Fr. Strw in Layer 2: Chocolate	I TINT - cream/light tan (raw a Whipped Cream	3D Items: Custom Ma All Artwork: D Artwo All Edible Images: EI Wired Items: Number	ork SENT TO GMAI	L ROC	
Inscription: DIM DOI Color: navy blue	M - DOMINIC - RAY - GRAND	PA - DAD // Happy Birt	hday		
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RND 10 2L, Icing: BC CUSTOM TINT - cream/light tan (raw silk 826), Layer 1: Yellow,Hesser, LaurieSat, Oct 7, 2017AM 09:00Printed on Sep 21, 2017 at 1:44 PM

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rder Details 🔵 Shippi	ng / Delivery 'Payments   Stats '	Wedding		Select Cake Decorations					
Change	Customer	Date Required: Sun, Oct 12, 2014	Cane						
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Description SHEET 1/2 2L	Gift Message:								
Notes:						E Artwork	J Artwork		
	Tier 1: SHEET 1/2 2L, serves 50	Cake Price : 80.95 🖶 🍧	Edit Cake						
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Browse					1.00				
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BakeSmart POS

# Checklist Manifesto

- Read the book. It will change your life.
- There is nothing wrong with calling the customer
- Confirmation calls on big \$ orders
- Use a checklist
- Red pens are awesome!

### WEDDING CAKE CONFIRMATION CHECKLIST

Task
Before calling double check that there is no remaining balance in BakeSmart.
Double check that flavors on contract match BS ticket.
Is wedding box checked? Make sure that the venue name and address match in BS.
Confirm Date and Guest Arrival Time. Ask "What time are the guests invited to arrive?"
Is the ceremony onsite?
Confirm Room Name
Is there a topper? If so, does it need support?
Are there flowers for the cake? If so, who is arranging? If CC, have we collected a fee?
Do we have a swatch for color-matching?
Are there any items we are waiting for? (i.e. brooches, ribbon, cupcake wrappers)
Are they serving the cake, or wrapping to go?
Do they need cake bags, or boxes?
Confirm the amount of guests their cake serves.
Remind them about their free anniversary tier 1 year later.
Do they need extra servings?
Is there a groom's cake? If so, is it a surprise?
Are there specific delivery instructions? (loading dock, back door)
Remind them of our delivery time (1-1/2 hours prior to reception GAT)
Are there any additional phone numbers we might need?
Is there additional set-up required? If so, whom is responsible for what?
If the bride says the hall is setting up, has the hall been called to verify?
Are there any rental items? If so, do we have a credit card on file?

# Monday Morning Quarterbacking

- "What did we learn this week?"
- Every decorator has a red pen
- Flagging tickets for pricing errors IP
- Flagging tickets for missing info, improvements needed
- Refining your tools it's a constant process!

### Beth Fahey

Creative Cakes Tinley Park, IL 708-614-9755

creativecakesbakeryandcafe.com

To view slideshow: bethfahey.com



# Wedding Cake Worksheet

- Guides the bride and groom through the decision-making process
- This is something they can take with them
- Note: no sketches or detailed pricing



### Wedding Cake Worksheet

- 1. Choose a design that you like, or point out elements of a design that you like. The design is the way the icing is decorated on the outside of the cake. Try not to get side-tracked by the colors of the flowers or the structure of the cake. Any design in our books can be customized to your specifications.
- 2. Choose a structure from the structure pages. It should come close to what you think you might need in terms of number of servings. You should have already decided if you are serving the cake for dessert or wrapping it for your guests to take home. We can help you estimate your guest count if you are unsure. Our amount of guests is likely to be: \_\_\_\_\_\_\_ and we are a) wrapping or b) serving (circle one) our cake.
- 3. Choose the flavors you like. Do you want to try some other cake flavors and fillings? No problem. Just ask.
  - We like these cake flavors and filling flavors:
- 4. Choose any additional items you want to decorate the cake. You can add fresh flowers, sugar flowers, ribbon, fondant bows, or a traditional cake topper to your design. We can provide as much or as little of these additional decorations as you need.
  - We would like to add these items to our cake:
- 5. Want to know how much it will cost? We'll be happy to provide you with an estimate no strings attached.
  - The estimate for your cake is (your consultant can fill this part in):
- 6. Ready to book? We'll sit down together and go through all of the details, and write up a contract. Remember, in order to book, you must put down 25% of the final total of the cake.
- 7. If you are thinking of coming back at a later date, hang on to this worksheet and bring it back when you return. You will need to make another appointment, so call ahead. We will need to make sure we have a consultant available to write up your order. Thanks!

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