STAFF GUIDE · GRADESPACE BAKERY

Running your bakery website: a guide for your team

Everything your team needs to run the website day to day, in plain words.

Gradespace Bakery
for WordPress, version 0.1.0

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thegradespace.com

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This guide covers the website day to day: orders and bake dates, wedding enquiries and payments, reviews, and with Pro, couples' messages and stock. You don't need any technical knowledge. Features marked **(Pro)** need a Pro or Agency licence.

1. Signing in

- Go to your website's address followed by **/wp-admin** and sign in with your own username and password. Please don't share accounts.
- After signing in you see **Bakery → Today**: the next bake date and its orders, new enquiries, money coming in, reviews to approve and, with Pro, what's running low and couples waiting for a reply.

2. Orders and bake dates

- New orders are in **WooCommerce → Orders**. Each cake shows every choice the customer made and the date they need it.
- **Bakery → Bake dates**: open the days you bake (**Open these dates**), each with a limit of orders. A full date shows as fully booked to customers. To stop new orders on a date that already has some, lower its limit to the orders it has.
- **Bakery → Bake day (Pro)**: choose a date and press **Print** for one sheet with everything to bake, how many tiers of each sponge and filling, and the ingredients it uses.

3. Wedding and event enquiries

- New enquiries appear on Today and in **Bakery → Enquiries**. Open one to see what they told you.
- Agree the details, then in **Quote, deposit and balance** type the **Agreed total**, check the deposit and the balance due date, and press **Save and send the deposit link**. They pay by card; when it's paid, the enquiry is marked **Booked** and the date is held.
- Nearer the time, press **Send the balance link**. If they bought a taster box with the same email address, its price comes off automatically.
- **Money coming in** on Today lists links sent but not paid, and balances that are due soon but not sent yet.

4. Reviews

- Reviews left on the website arrive as **Pending** under **Bakery → Reviews** (you get an email too). **Publish** the ones you want shown.
- To add a review from Hitched, Google or Facebook, choose **Add review**, type it in and publish it.

5. My wedding (Pro)

- Couples sign in on the **My wedding** page with their email address (no password) to see their booking, payments, checklist, documents and messages.
- When a couple writes, you get an email. Reply in **Messages and documents** on their enquiry and save; they get an email. **Add a document** shares a design sketch or quote with them.
- Couples get a reminder before their balance is due, once you've sent the balance link.

6. Ingredient stock (Pro)

- Paid orders take their ingredients off stock by themselves; cancelled or refunded ones put them back.
- After a shop, open **Bakery → Stock** and type what you bought under **Add stock**. After a stock-take, type what you have under **Count** and press **Set**.
- You get an email when something runs low. The **Shopping list** on the Stock screen says what to buy for the orders coming up.
- For a wedding cake, fill in **The cake, for stock** on its enquiry (for example 3 × Vanilla sponge); it comes off when the deposit is paid.
- Changed a recipe? Update the amounts in **Bakery → Recipes** and press **Save recipes**.

7. Flavours, cakes and prices

- **Bakery → Flavours**: add or change a flavour or filling, with what it contains. It appears in the cake builder straight away.
- **Products**: open a cake and use its **Cake builder** tab to change sizes, shapes, finishes, extras and their prices.

The full manual, with pictures: **Bakery → Help & manual**.