**Week ending 4/11/2015**

My fourth week consisted of working in Bakery

On Monday I worked with Jackie. In the morning she showed me how they use PICS – Order Entry via WBA to submit the order for the following day in commercial bakery. She used WISE to see what was sold last year. However, she said she couldn’t go exactly by that since the previous year was not a week after the Easter. Afterwards we spoke to pricing because we had extra Easter cookie cutouts we did not sell, and Jackie wanted to cut the price in half so that we could try and sell the remaining product before it expired. She then showed me how they use production guides to forecast what they would need to make for the day for in-store bakery. They use production guides for breads, donuts, bagels, etc. Each store can create their own production guides to use daily so that they know what they need to make for that day in WISE. Later that day we went to a P&G meeting to learn about the new cleaning products that would be coming to the store mid-April. At our 4:15 store team huddle I gave a mini demo on the mobile app! Wendy asked if I could educate the team on our app.

On Tuesday I worked with Kat and she taught me how to make bagels. I then learned how to use the bread cutters to package pre-sliced bread. I also helped Kat stock commercial product. Jackie explained to me later that day that each night the team will package donuts and muffins to get two more days of shelf life on these products. This cuts down on our shrink. I also learned how to bake some of our donuts and then how to glaze them. I also learned how to bake our pizza baily’s. I learned how to bake some bread as well this day.

On Wednesday I started out in create a cake and learned how to make cannoli’s. After that I moved over to making cookies with Elisabeth. I spent the rest of Wednesday here and all of Thursday. I learned that over in the cookie area they do not have a production guide through WISE. Instead they use a hand-written guide. This is because we sell the cookies by the pound, so the system doesn’t know which exact cookie is being sold. I learned how to decorate the cut-out cookie (ducks/ladybugs). I also learned how to make the chocolate covered Oreos. I learned how to make the half-moon chocolate chip cookies. I learned how to bake a few of our cookies as well. Elisabeth also told me that she will typically decorate all the cookies she bakes each day slightly different so that she knows what day the cookie was made. She also labels the trays with the date when the cookies were baked. We pre-package a lot of the cut outs for sale. I also learned how to decorate muffins while I was there.

On Friday I started out in create a cake and made cannoli’s again. Later I frosted some half-moon cookies and then I learned how to make some of our brownie cakes. Later that day I spent some time with Jackie, and we did more production guides as well as ordering. She showed me how she does their scheduling for the team. I spent the remainder of the day helping bake donuts and keeping the muffins, donuts, bread, etc. stocked and making sure to rotate the most recent dated product to the top so it would sell.

**Technology Opportunities**

I know that we already had talked about creating a website for online cake and cupcake orders. I believe we still have an opportunity to get something like this out to the stores and to our customers. It came up in several conversations with the folks who work in Bakery while I was there.

Another opportunity I thought would be useful is a way to create production guides for cookies where they can customize it to what they are selling. Essentially, they are doing this today, but writing it all down on paper. It would be a bit more manual than our other production guides and would only be as useful as the data being put in, but if they used the system properly it would help them to forecast and cut down on shrink.

And lastly, catering does not have a great way of delivering orders to each department. Each department asks catering to put the order form in a specific area that they use and sometimes orders are not seen by the department. For instance, bakery asks them to put the order slip in a file system and prepared asks them to leave it on their desk area. Is there a way we could get these orders over to each department through a system electronically so that they can get alerts when a new order comes in? This could help cut down on any missed orders as well as keeping a consistent way of delivering the orders to each department.