



DOLCE AND BISCOTTI FINE ITALIAN BAKERY

A Note to our Families, Friends and Customers

As we enter the Christmas and Hanukkah Season 2018, some changes will be taking place at Dolce and Biscotti Fine Italian Bakery. It has always been our goal to deliver the highest quality bakery confections for the best customer experience possible. This little bakery, literally started in the basement of my home 18 years ago, has grown beyond all of our expectations. The growth we have experienced has allowed us to employ a combination of 15 full and part time employees during the year along with 10-15 extra full and part time staff members during the holiday seasons.

We have expanded our product offerings from just cookies and basic cakes to include specialty cakes, custom cakes, wedding cakes, pies, breakfast pasties, soups and so much more. As with any growing business, we face challenges that require us to reevaluate our business model. As the Bakery heads into the busiest time of the year, some new changes will be implemented immediately. The sole purpose of these changes is to ensure the Dolce and Biscotti team mission statement of ***“delivering the highest quality baked goods and service for an excellent customer experience”***.

Cakes- will be limited to a certain number of cake orders that can be taken on weekends and holidays based on **the staff available**. Cake sizes will be limited to **triple layer 6”, 8”, and 10” ONLY**. The flavor of the cakes and fillings will be limited at times. The decorating of the cakes will be limited to simple eloquent designs (i.e. flowers, scroll work, simple holiday themes). We will not be able to take orders with complex and time consuming decorating requirements during the holidays or certain times of the year. No fondant cakes, sheet cakes or tiered cakes will be available during this holiday season. Graduation cakes will have limitations for 2019 as well but sheet cakes will be available. As the graduation season nears, we will post the sizes and flavors available along with any needed restrictions if necessary.

Pastries and More- there will be a reduction in some of the pastries offered and certain items will be available only on certain days. Cinnamon buns will be available Friday- Sunday only (except during the week going into Christmas). Scones will be limited to certain flavors. Cream Puffs will be available in Fresh Whipped Cream only along with Pastry Cream filled Eclairs.

We will phase out Tomato Pie (a weekend only item) after January 1, 2019. Our Italian bread will be offered Friday-Sunday only for the remainder of 2018. This will continue in 2019. Pies will remain a seasonal item, available during Holidays only. Sweet Breads (i.e., Coffee Cake Bread) will be available year round with other Sweet Breads added seasonally only. Finally, Soups will be discontinued due to the extensive time it takes to create my wonderful recipes. This will allow more time for the production of traditional bakery items.

Cookies- “If the cookie sells – it stays!” As we have grown over the years, the number of cookies we offer has expanded. Certain cookies sell well all year round (i.e. Italian cookies, gluten free cookies, American cookies and frosted cutout cookies). Other cookies sell well, but only seasonally (i.e. Pumpkin spice cookies). The bakery will discontinue a few cookies immediately to allow more time and space for our best sellers. These discontinued cookies include but are not limited to the Peanut Butter Delight and the Fudge Fancy.

Hours of Operation - In order to spend more quality time with our families, the bakery hours of operation will be adjusted beginning January 2019. My core staff and I work very long hours every day all year round. This is done in order to meet our customer demands. I have been blessed to have such a dedicated staff, but we are physically unable to continue at this pace as we all have young families and/or grandchildren. Some of us are entering retirement years and need to slow down just a bit! We all love this family bakery and the customers we serve and look forward to many more years of continued service.

The bakery will operate on a 6 day a week schedule as follows starting January 1st, 2019:

Monday thru Friday – open 10am- 6pm

Saturday - open 8am-4pm

Sunday – closed

These new and improved changes will allow Dolce and Biscotti Bakery to remain the best Italian Bakery in the Capital District. Over the next week, our website, **Dolceandbiscotti.com** will undergo reconstruction to reflect the new changes and may be off line for a few days. Do not hesitate to contact me directly at the bakery if you have any concerns or need additional clarification on our new policies and procedures. Thank you so much and have a blessed Christmas Season, Happy Hanukkah and Happy New Year.

Sincerely,

Mary Baldi-Fron

Mary Baldi-Fron

Owner, Executive Chef

Dolce and Biscotti Fine Italian Bakery