

Create a florist employee handbook by writing down the policies, routines, and expectations your team needs to work safely and serve customers well. Keep it practical, review it with an employment professional, and update it as your shop changes.

Start with the essentials

Explain what your shop does, who to contact with questions, and how staff should communicate during a shift. Include the basics of scheduling, attendance, breaks, pay practices, and requesting time off. Tell employees how to report a concern and what they can expect after raising one.

Use plain language and give staff a way to find answers quickly. A new employee should not need a detective kit to learn where to report a broken cooler.

Build the handbook in steps

1. **Gather your current practices.** Ask the people who open, close, design, deliver, and clean what they do and what causes confusion.
2. **Write each policy clearly.** Say who it applies to, what employees should do, and whom they should contact for help.
3. **Add florist routines.** Cover receiving flowers, checking quality, caring for stock, and preparing orders for collection or delivery.
4. **Check legal requirements.** Employment and safety rules vary by location. Ask a qualified local professional to review the handbook before you issue it.

5. **Share and maintain it.** Give every employee access, explain important policies during training, and review the document regularly.

Cover safety and flower care

Describe safe use and storage of knives, shears, and other tools. Include procedures for lifting buckets, cleaning spills, handling broken glass, and keeping work areas clear. Explain where protective equipment and first aid supplies are kept and how to report an injury or unsafe condition.

For flower care, document your shop's routines for clean buckets, fresh water, stock rotation, and checking stems. Explain how to flag wilted or damaged flowers and what to do if a cooler is not working. These details help protect both the team and the flowers.

Set expectations for customer service

Explain how to take an order, confirm the recipient's details, record a card message, and note delivery instructions. Include your policies for substitutions, changes, refunds, and complaints. Staff should know when they can resolve a problem themselves and when to ask a manager.

Remind employees to handle customer information with care and share it only as needed for their work. Give examples of kind, direct responses for difficult moments, such as a delayed delivery or a flower that is unavailable.

Questions you may have

How long should the handbook be?

Make it long enough to cover essential policies, but easy to navigate. Detailed design recipes and seasonal checklists can live in separate training materials.

Should employees sign it?

You can ask employees to acknowledge that they received the handbook. Ask a local employment professional what wording is appropriate for your shop.

How often should it be updated?

Review it regularly and whenever your policies, operations, or applicable rules change. Tell staff what changed and make the latest version easy to find.

Have a look at order flowers online guide