

Sweet Scents, Customer Satisfaction, and Tips Made this a Good Job

Lynette Clark

(See the next page for a version of this article accessible to beginner ESOL learners.)

Out of all of the jobs I have had, working at Corner Bakery was my favorite. I was able to do things that I love, such as bake and design cakes and cookies. I got the satisfaction of pleasing my regular customers as well as meeting new people when we catered large events. Even though there was sometimes a lot of hustle and bustle at Corner Bakery, working there was very rewarding.

Smelling Sweet Scents

One of the things I liked most about working at Corner Bakery was baking and decorating the cakes and cookies. While baking, I enjoyed smelling the sweet scents of the spices that would fill the air. When the cakes and cookies were finished baking, I was able to be creative as I decorated them with icing and different candies and then placed them in bags that I tied with pretty ribbons.

Do the Math

How do you figure tips? At restaurants, you are supposed to leave a 15% tip. How do you figure out what 15% is? Share your strategies. Practice!



Let's say counter help gets 5% of the total receipts of the day. If the company sold \$3000 worth of food, how much would the counter help make in tips? If there are 6 employees, and they split the tips evenly, how much would each person make in tips?

Seeing Satisfied Customers

After I finished bagging the products, I set them out in display baskets for the customers to view. It was a good feeling seeing customers choosing and buying what I had made, and it felt especially good when customers would return and tell me how much they enjoyed what they had tasted.



Tips and Thanks

Some customers gave me tips. One of my regular customers, Ms. Lorraine, regularly bought our mini-pack cookies. Every other Friday she came in on her lunch break to pick them up. Although I sometimes was very busy, I made sure that she got her cookies. If it happened that we were out of cookies in the display baskets, I would ask her to wait while I put a bag together for her. She always thanked me and let me know that she and her children enjoyed the cookies. Her appreciation was a kind of good-feeling reward, but she also gave me gifts and nice tips around the holidays.

Special Events

Sometimes, Corner Bakery would get hired to cater an event. It was exciting to set up at different locations. At the fancier events, I set the tables with beautiful table cloths, and I would make the tables look elegant by setting the silverware

and glasses “just so.” After setting up the tables, I often had time to enjoy the events and meet new people. Once, I met the famous singer, Usher. I got to shake his hand, take pictures with him, and he also tipped very well. Meeting celebrities was definitely a nice part of working for Corner Bakery.

A Lasting Impression

It has been a few years since I worked at the Corner Bakery. I had to move, and I needed to find a job closer to my new home; however, I don’t think

that I will ever forget some of my former customers and the sweet scents baking and decorating cakes at the Corner Bakery. It was a great place to work and left a lasting impression on my life.

Lynette Clark is a single mother and student enrolled in the GED program at West Georgia Technical College. She credits her children for inspiring her to go back to school. She thanks her instructor, Mr. Doney, for encouraging her to submit an essay to The Change Agent. She says, “Having my article selected for publication has already given my confidence quite a boost and has encouraged me to continue pressing forward even more strongly.”

My Favorite Job

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(This version is for beginning ESOL learners.)



Working at Corner Bakery was my favorite job.



I loved to smell the cookies and cakes.



I enjoyed decorating cakes.



I felt happy when the customers bought what I made.



They gave me tips and said, “Thank you.”



Sometimes we worked at special events. I made the tables look beautiful.



At one event, I met Usher. He is a famous singer.



Corner Bakery was a great place to work. Now I am studying for the GED.