onboarding deck

CHATGPT WAS USED IN THE MAKING OF THIS

welcome to

DE LUXE CHOCO JOY

ABOUT US & OUR PRODUCT

As a newly merged company of three former sweets businesses, De Luxe Choco Joy brings together employees from Canada and France, united in delivering premium-quality chocolates to our local clients.

Vision

We aim to spread joy–during typical days and special occasions–through the enjoyment of quality-chocolate.

Mission

We are committed to quality, sustainability, and teamwork in delivering our chocolates.

Our products sold, as of November 2025:



De luxe Choco Joy

DEPARTMENTS

CEO

ABIDA

employeegmail.com

CO-CEO

AZANIA

employeegmail.com

CHIEF MARKETING OFFICER

GABRIELLA

employeegmail.com

MARKETING MANAGER

SABRINA

employeegmail.com

ASSISTANT MARKETING MANAGER

WENDY

employeegmail.com

CHIEF FINANCIAL OFFICER

IZABELLA

employeegmail.com

FINANCIAL MANAGER

GABRIELLA

employeegmail.com

ASSISTANT FINANCIAL MANAGER

SIENNA

employeegmail.com

HUMAN RESOURCE MANAGER

CHIRINE

employeegmail.com

HUMAN RESOURCE MANAGER

AHLEM

employeegmail.com

CHIEF OPERATIONS OFFICER

NAD

employeegmail.com

OPERATIONS MANAGER

WESLEY

employeegmail.com

ASSISTANT OPERATIONS MANAGER

ANIK

employeegmail.com

MARKETING DEP.

De luxe Choco Joy

Responsible for:

- Managing company’s social media account(s)
- Submit ideas for the following:
  - Overseeing brand strategy
  - Digital campaigns
  - Product launches
  - Customer engagement initiatives

Best pesented in slides for visual efficiency.

Marketing Strategy

In-person

- Hand-out business cards
- Customer reviews
  - Catering marketing strategy

Digital

- Using social media platforms such as Instagram for spreading digital awareness
- Selling chocolate at local areas with no business competition

Seasonal & Limited flavours

- Raspberry, pistachio, caramel filling..

CONTRACT

De luxe Choco Joy

Accomodations

- Flexible work breaks
- Work-life balance
- Ergonomic workstations
- Collaborative meeting spaces
- Adequate Mental Health support
- Skills development/Training

Compensation & Benefits

- Maternity and paternity leave
- Free snacks
- Health insurance
- Up to 30% employee discount
- Invitations to company social events
- Paid vacation and sick/urgent leave

Agreement & Compliance

- Company Policies
- Grievance procedure
- Confidentiality
- Uphold the company's reputation

Communication & Meetings

- **Gmail** (E-mail)
- **Slack** (Meetings & Work in real-time)

Progress Tracking

- Every employee are to record their work progress for the work week, and submit it on **Excel**

*All employees are required to sign a confirmation form stating they understand and agree to comply with these policies

POLICIES • Impartiality, Trust & Accountability

Sales Protocol

Hygiene & Safety

- Work in pairs
- Stay alert and aware of surroundings
- Keep your hands clean when handling chocolate
- Prohibited food-waste & personal consumption

Workplace Rules & Conduct

Respect

- Maintain adequate respect toward all team members & customers at all times
- Constructive Criticism

Punctuality

- To present at work, completing your assigned work before the time limit.
  - Maximum 1-2 day prior to deadline.

Failure to complete assigned work without a valid prior reason may result in a meeting, disciplinary action, penalties, and possible termination.

*Security & Confidentiality

The following are to be and is kept confidential:

- Work-related insights
- Company activities
- Grievance procedure

Complaints

- An anonymous online complaint box will be available on Google Survey for all employees.

***Objective: Foster a calm, cooperative, and positive workplace atmosphere.**

GRIEVANCE PROCEDURE

*If you ever feel concerned, want to report an employee or raise an issue, here are the steps presented in order to do so:

1. Discuss the matter with a supervisor

Book a meeting or directly talk with them; advice will be given.

If matter persists/is unsolved →

2. Write a formal complaint to Human Resource management

After the application of advice

3. Investigation & meeting of mentioned employee by HR

If evidence is found, then a meeting will be conducted immediately and effectively.

4. Written decision within 2-5 business days from HR

- Your individual rights are protected against repisals
- Incident will contribute to improve the company's regulations

- Informations related to every step of the procedure is kept under confidentiality.

If unsatisfied with outcome ⇢

5. Reach out to CEO

Will make a final decision on the matter, alongside the Human Resources department

If unsatisfied with final decision ⇢

6. Appeal to the Service des Plaintes et des Relations Clientele at Services Quebec

https://www.quebec.ca/en/how-to-reach-us/complaints

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THANK YOU

we wish you a good first week!

FOR MORE INQUIRIES OR QUESTIONS, PLEASE REACH OUT TO THE HUMAN RESOURCE DEPARTMENT.