

## RECEIVING GUIDELINES

**Objective:** *After completing this week's lesson your employees should be able to receive deliveries properly.*

Once your establishment has set up a relationship with a supplier, be a smart customer. Always inspect deliveries. Don't take anything for granted. Your establishment is buying more than products: it is buying service and food safety.

Establishing procedures for inspecting products can reduce hazards before they enter your establishment. Here are some general guidelines that any employee responsible for receiving should follow to help improve the way deliveries are received.

- **Plan ahead for shipments.** Have clean hand-trucks, carts, dollies, and containers available in the receiving area. Make sure enough space is available in walk-ins and storerooms prior to receiving a shipment.
- **If possible, receive only one delivery at a time.** Inspect and store each delivery before accepting another one to avoid product abuse in the receiving area. If deliveries arrive at a time when it is not convenient, ask the driver to come back at another time.
- **Inspect deliveries immediately.** Do a thorough visual inspection. There is always a possibility that food—even government-inspected products—may have been mishandled during shipment. Take sample temperatures of all refrigerated and frozen food. Check for:
  - Expired code dates
  - Damaged products
  - Items that might have been repacked or mishandled
  - Signs of thawing and refreezing
  - Signs of insect infestation
- **Correct mistakes immediately.** If any products are damaged, not at the correct temperature, or have not been delivered to specifications, do not accept them.
- **Label all items before storage with the delivery date or the use-by date to ensure proper stock rotation.** Put products away as quickly as possible, especially products requiring refrigeration.
- **Keep the receiving area clean and well lighted to discourage pests.**

Now, turn to the activity sheet found on the next page to test your knowledge of proper receiving procedures.

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## **A Busy Day at the Diner**

Pete is assigned to accept deliveries for Sam's Diner, which serves breakfast, lunch, and dinner. Because of its nearness to several large office buildings, lunch is its busiest time of day.

One day, just as the lunch rush is beginning, Pete is dismayed to see two delivery trucks pulling up to the receiving dock at the same time. One supplier, Udderly Good Foods, is a longstanding vendor. Pete knows they are bringing much-needed dairy products.

This is the first-ever delivery to Sam's Diner for the second supplier, Big City Meats. They are bringing frozen meat products and various dry goods.

Pete grabs his invoices and a sanitized thermometer and heads out to the trucks. The driver for Big City Meats is the first to get a load onto the dock, so Pete starts with him. He sees sitting on the dock the following food items: frozen ground beef patties, frozen chicken breasts, and several cases of canned soup. One of the cases of soup is broken open and several of the cans are severely dented. Pete rejects this case on the spot.

He then examines the frozen items from Big City Meats. He sees that they are indeed frozen—with no signs of thawing or refreezing. Because the items are frozen, he leaves them on the dock and signs for them.

Then, Pete begins to inspect the delivery from Udderly Good Foods. Now sitting on the dock are several cases of fresh shell eggs, a half dozen crates of milk, and a case of bulk potato salad.

Using his sanitized thermometer, Pete takes a sample temperature of both the milk and the potato salad. The milk is the proper temperature, but the potato salad is slightly warmer than Pete's manager has told him it should be. However, since potato salad is a popular staple at Sam's Diner, he accepts it and signs for it anyway, making a mental note to put it away first.

Another employee tells Pete he is needed in the diner. The lunch rush is well underway. After marking the delivery date on the cases of canned soup, Pete throws them onto the handcart and takes them into the diner with him, since the dry-storage room is close to where he will be working. He's glad that earlier in the day he'd made room for deliveries in the dry-storage room. It will save him valuable time now.

Later, after the lunch rush, Pete returns to the dock and first puts away the frozen hamburger patties and chicken breasts. Then he stores the remaining items. It has been a tough shift, and Pete is glad it is time for his break.

What went right in the above situation? What went wrong?