**Department:** Food and Beverage

**Date:** 04/04/2019

**Applies to:** All culinary and service team members

**Criteria:** Vendor deliveries / receiving products

**Purpose:** To ensure deliveries are of good and sound quality, products are fresh, uncorrupted and that deliveries match invoices and that all items are checked before being received.

Upon delivery of any food and beverage products, the person signing for the items needs to ensure some of the following processes are noted and adhered to:

**Delivery Timeliness** - *Timeliness is not an option in food delivery but a must. This is because food items must be promptly stored at the correct temperatures to prevent bacterial growth and spoilage. If food is not delivered on time, the food items could become unsafe later.* ***Discussing with the delivery person the possibility to alter delivery times may be a first consideration.*** *Rejecting the delivery to stop habitual tardiness is an option but not one to take without a managers approval and previous discussion with the vendor(s).*

**Examine Packaging** – *Upon delivery of any products, immediately give the delivery the eye test. Does the package or container have holes? If it does, reject. Does it have a broken seal? If yes, reject. Does the canned product bulge is it dented or is swollen anywhere (a sure sign that its contents are rotten)? Then reject. Does the package look tampered with or damaged by pests? Unsure? If it doesn’t look pristine, reject!*

**Check Temperature -** *Check the temperature. Heat is the enemy because food spoils fast at certain temperatures. Every food delivery should be checked. For instance, milk should be received at 45 degrees F while eggs should be at 41 degrees F upon delivery. Each food item has its own published critical temperature zone that should guide the receiving food personnel. In addition to checking for temperature, an ocular test should also be made. Are there fluid stains on the packaging? Does the frozen food look like it had thawed and had been refrozen? Any of these is a cause for rejecting the delivery outright.*

**Check Food Quality** - *The temperature test by itself is not enough. Far more important is passing the on-the-spot assessment of food quality. This is an informal test but it’s time proven, easy to do, and effective. It involves the use of the senses of sight, smell, and touch. If the food looks moldy (or has an abnormal color) or smells moldy (or funny) or has the wrong consistency, don’t even think about accepting the delivery.*

**Dry Foods** - *Dry foods or goods are usually shipped in cartons, bags, cases, or pails. Count the pieces and check that the number corresponds with what is listed on the invoice. If a carton is damaged, check the contents carefully. Pay particular attention to signs of leakage in cartons that contain products in jars or bottles. It is extremely difficult to get credit at a later date for products stored in glass jars or bottles that have broken. In addition, visually check bags and pails for damage or leakage.*

*If sealed cartons show evidence of having been opened, check the contents. All unsealed or obviously repacked cartons should be checked to verify what they contain. Do not sign the invoice if there is any doubt about quantity, quality, or damage until you or your supervisor has cleared up the problem with the shipper.*

**Canned Goods**

*Canned goods are delivered in cases or cartons. Do a count and a quality check of the cans. The two most common types of damage to cans are swelling and large dents. If cans are swollen or bulging, it means the food has spoiled and must not be used. If the cans have large dents, seams may have split and the food may be contaminated. Again, the canned product is unsafe to use and should be sent back to the supplier. If a whole case of canned goods is unacceptable, the local health authority should be notified.*

**Dairy products**

*Dairy products are perishable and do not store long. Check the best-before date on each container, which should be at least a week after the receiving date. As with dry foods, compare the number of items received with the invoice and check all items for damage and leakage.*

**Produce**

*Produce is delivered in bags, cases, or cartons. Count the number of pieces, weigh items, and check for quality. Open any closed cases and cartons to check the produce for ripeness, freshness, and other signs of quality. When there are mistakes in delivery or an unacceptable quality of food has been received, you should insist that the supplier pick up the item and issue a credit.*

**Meats, Poultry and Seafood**

*Fresh meat is shipped in pieces and/or by weight. Count and weigh the fresh items. Check for leaking vacuum-packed (Cryovac) packages, and check the grade of the meat against the grade on the invoice. In addition, if specifications were given on the order form, confirm the cuts of meat do meet those specifications.*

**Fresh Poultry**

*Fresh poultry and seafood should also be counted, weighed, and checked for quality, prepared for storage and put into refrigeration immediately.*

**Frozen Products**

*Frozen products are often delivered in cases and cartons. Open the cases to count the items and to check for signs of freezer burn, torn wrappings, partial thawing, or other problems.*

**When receiving goods, remember:**

* Verify the quantity of the goods received matches the quantity on the invoice and the quantity on the order.
* The quality of the goods received should be to the specifications given on the invoice or to specifications previously worked out with the supplier. This includes supplying the specific brand name when it is requested. *(example: boneless chicken should be boneless, peeled items should be peeled)*
* The prices of the goods should be listed on the invoice and should match the prices on the purchase order.
* Note any items rejected for price, quality and note rejecting issue.
* ***Rotate inventory for freshness, prepare items for storage – do not let items sit out until later.***
* Rejected items and reason why should be noted on all invoice copies
* All received invoices to go into the Invoice Container with any applicable notes concerning deliveries.