



## Receiving Deliveries Standard Operating Procedures

**Purpose:** To ensure that all food is received fresh and safe when it enters the foodservice operation, and to transfer food to proper storage as quickly as possible

**Scope:** This procedure applies to foodservice employees who handles, prepares, or serves food.

**Key Words:** Delivery, Receiving Cross-Contamination, Temperatures, Holding, Frozen Goods, Refrigerated goods

### Instructions:

1. Train all employees who accept deliveries on proper receiving procedures.
2. Schedule deliveries to arrive at designated times during operational hours.
3. Post the delivery schedule including the names of vendors, days and times of deliveries, and drivers' names.
4. Establish a rejection policy to ensure accurate, timely, consistent, and effective refusal and return of rejected goods.
5. Organize freezer and refrigeration space, loading docks, and storerooms before deliveries.
6. Gather product specification lists and purchase orders, temperature logs, calibrated thermometers, pens, flashlights, and clean loading carts before deliveries.
7. Keep receiving area clean and well lighted.
8. Do not touch ready-to-eat foods with bare hands.
9. Determine whether foods will be marked with the date of arrival or the "use-by" date and mark accordingly upon receipt.
10. Compare delivery invoice against products ordered and products delivered.
11. Transfer foods to their appropriate locations as quickly as possible.
12. Follow State or Local Health department requirements if stricter than this procedure.
13. If Key Drop Deliveries have been arranged prior to delivery and from an approved supplier, stored properly, protected from contamination and presented authentically.

### Monitoring:

1. Inspect the delivery truck when it arrives to ensure that it is clean, free of putrid odors, and organized to prevent cross-contamination. Monitor that a refrigerated truck is used to deliver refrigerated food. Record the air temperature of the delivery truck
2. Check the interior temperature of refrigerated trucks.
3. Confirm vendor name, day and time of delivery, as well as driver's identification before accepting delivery. If driver's name is different from on the delivery schedule, contact the vendor immediately.
4. Check frozen foods to ensure that they are all frozen solid and show no signs of thawing and refreezing, such as the presence of large ice crystals or liquids on the bottom of cartons.
5. Check the temperature of refrigerated foods.
  - For fresh meat, fish, and poultry products, insert a clean and sanitized thermometer into the center of the product to ensure a temperature of 41 °F or

below. The temperature of milk should be 45 °F or below. Milk must be stored at 41 °F or below.

- For packaged products, insert a food thermometer between two packages being careful not to puncture the wrapper. If the temperature exceeds 41 °F, it may be necessary to take the internal temperature before accepting the product.
  - For eggs, the interior temperature of the truck should be 45 °F or below.
6. Check dates of milk, eggs, and other perishable goods to ensure safety and quality.
  7. Check the integrity of food packaging.
  8. Check the cleanliness of crates and other shipping containers before accepting products. Reject foods shipped in dirty crates. This includes milk and local beef.

**Corrective Action:**

1. Reject the following:
  - a. Frozen foods with signs of previous thawing
  - b. Cans that have signs of deterioration – swollen sides or ends, flawed seals or seams, dents, or rust
  - c. Punctured packages
  - d. Expired foods
  - e. Foods that are out of safe temperature zone or deemed unacceptable by the established rejection policy

**Verification and Record Keeping:**

Record temperature and corrective action on the delivery invoice or on the Receiving Log. Foodservice manager will verify that foodservice employees are receiving products using the proper procedure by visually monitoring receiving practices during the shift and reviewing the Receiving Log at the close of each day. Receiving Logs are kept on file for one year plus the current year.

**DATE IMPLEMENTED:** \_\_\_\_\_ **BY:** \_\_\_\_\_

**DATE REVIEWED:** \_\_\_\_\_ **BY:** \_\_\_\_\_

**DATE REVISED:** \_\_\_\_\_ **BY:** \_\_\_\_\_