

## Receiving Deliveries SOP

**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 handle and prepare food for *Insert Business*.

**KEY WORDS:** Cross-Contamination, Temperatures, Receiving, Holding, Frozen Goods, Delivery

### INSTRUCTIONS:

1. Train foodservice employees on using the procedures in this SOP.
2. Follow State and local health department requirements.
3. Schedule deliveries to arrive at designated times during operational hours.
4. Post the delivery schedule, including the names of vendors, and days and times of deliveries.
5. Establish a rejection policy to ensure accurate, timely, consistent, and effective refusal and return of rejected goods.
6. Organize freezer and refrigeration space, loading docks, and store rooms before deliveries.
7. Gather product specification lists and purchase orders, temperature logs, calibrated thermometers, pens, clean loading carts before deliveries. Refer to the Using and Calibrating Thermometers SOP.
8. Keep receiving area clean and well lighted.
9. Do not touch ready-to-eat foods with bare hands.
10. Foods should be labeled with the arrival date.
11. Compare delivery invoice against products ordered and products delivered.
12. Transfer foods to their appropriate locations as quickly as possible.

### 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. Be sure refrigerated foods are delivered on a refrigerated 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 what is indicated 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.
  - The temperature of milk should be 45 degrees F or below.
  - For packaged products, insert a food thermometer between two packages being careful not to puncture the wrapper. If temperature exceeds 41 degrees 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 degrees 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 that are shipped in dirty crates.

### CORRECTIVE ACTION:

1. Retrain any foodservice employee found not following the procedures in this SOP.
2. Reject the following:
  - Frozen foods with signs of previous thawing
  - Cans that have signs of deterioration, ie. swollen sides or ends, flawed seals or seams, dents, or rust
  - Punctured packages
  - Foods with out-dated expiration dates
  - Foods that are out of safe temperature zone or deemed unacceptable by established rejection policy

**Receiving Deliveries SOP, continued**

**VERIFICATION AND RECORD KEEPING:**

Record the temperature and the corrective action on the delivery invoice or on the Receiving Log. The Processing Coordinator 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 a minimum of 1 year.

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

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

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