

RECEIVING PRACTICES



The receiving area must always be kept clean and there should not be any evidence of pests. This area should be enclosed and covered. The product should never be exposed to direct sunlight.

Receiving Procedure

- Specifications/quality requirements for all ingredients and/or perishable products must be documented and maintained. These records must always be accessible for traceability purposes.
- Food safety controls of perishable products and packaging material must be checked on receipt with corrective action taken. Checks must be documented. Safety controls include checking packaging condition, delivery vehicle, product temperature and product shelf life to product specification.
- All incoming ingredients and products should be date marked with date of receipt to ensure effective stock rotation.

Requirements

- Receiving staff must check whether delivery vehicles are clean and free of pests.
- Thermometer available and in working order.
- Perishable and frozen product temperatures, and vehicle temperatures, must be taken and recorded on the Receiving Checklist.
- Receiving process is done timeously.
- General cleanliness of this area will be assessed.



IMPORTANT!

Vehicles used for transporting food should be specifically designed for this purpose, kept clean and free of pests.

If transporting perishable food, the vehicle must be refrigerated. It is important that the supplier monitors perishable food temperatures during transport and that they can provide you with such data at your request. Deliveries of perishable and frozen foods must be checked as soon as they arrive and moved to the relevant storage areas immediately.

Checking in Stock

- Check and record the **surface temperatures** of perishable products before they are off-loaded (i.e. on the delivery vehicle).
- If surface temperatures are higher than the maximum allowable core temperature (as per the table below), check the **core temperature** with a sterilised probe thermometer. If the core temperature is higher than the maximum allowed the **delivery must be rejected** and this must be documented.
- Check and record the temperature of the delivery vehicle by reading the temperature gauge in the vehicle.
- Check and record the **sell-by dates**.
- Check that the product is free from **spoilage** and/or other defects (e.g. dented cans).
- To assist in maintaining the cold chain the product should remain on the delivery vehicle at the required temperature until the receiving manager is ready to receive the product.
- Perishable products **must be** put into the appropriate storage immediately.

Make sure the temperatures comply with those specified in the table below:

Category	Type of Food	Maximum core temp
Frozen Products	Ice cream and sorbet, excluding ice cream for soft serve	-18°C
	Any other frozen product	-12°C
Chilled Products	Raw unpreserved fish, molluscs, crustaceans, edible offal, poultry, meat and milk	+4°C
	Any other perishable food that must be kept chilled to avoid spoilage	+5°C
Heated Products	Any perishable food not kept frozen or chilled	>/+60°C

Complete the **Receiving Checklist** found in the Checklist section.

Quality Control

- Quality control must be important because sometimes a supplier may take a chance and try to deliver inferior quality to your store. If you let a supplier get away with it they will try and do it repeatedly.
- Never accept inferior quality at receiving, even if it means that you must do without that product until the next delivery.
- Accepting inferior quality goods will also result in more waste and mark downs – losses to the store.
- To receive quality products, it is imperative to maintain the cold chain by making sure perishable goods are kept at correct temperatures to maintain shelf life and quality.
- Ensure the temperature of cold chain products does not exceed 5°C before being refrigerated because bacteria double in the danger zone (between 5°C - 60°C).
- It is advisable, when receiving quality sensitive products such as fresh produce, meat, deli items, etc. that the department head check the delivery with the receiving person. The department head will be able to check quality better than the receiving person.
- Document the temperature of the truck and product when delivery arrives. If the temperature is unacceptable after checking, record the finding and make a claim for the out of temperature zone products.
- When rejecting a product out of the temperature zone, record the temperature and note the reason for rejection.
- **Remember for every 30 minutes products are left lying outside the fridge, 2 hours of shelf life is lost.**

Product Type	Always ensure that	Always ensure that there is never...
Fresh Produce	Uniform sizing of produce Check the temperature is less than 5°C unless it is ambient produce Produce is firm and crisp	Discoloring/browning Excessive moisture in prepacks Signs of dehydration Decay/rotting/mould Splitting of produce Insects Wilted/slimy produce Sprouts growing out of fresh produce Soft, mushy produce
Fresh Meat	Meat must smell fresh A Grade classification Firm in texture Meat temperature must be below 5°C Chicken temperature must be between 2 - 4°C	No sticky/shiny meat No bad odour
Cold Meats	Check sell by date from the manufacturer The temperature must be below 5°C	No cold meats packs to have "blown" Check for mould where appropriate
Cheese	Colour of cheese Texture of cheese Sell by date from manufacturer Check for mould where appropriate Check the temperature of goods being delivered The temperature must be below 5°C	No discolouration No broken packaging No bad odour
Dairy	Check for sell by date from the manufacturer The temperature must be below 5°C	No burst/broken packaging No bad odour
Frozen	Products are all still frozen Temperature must be below -18°C	Packaging is not broken No freezer burns on products
Chocolates		Chocolate not melted Chocolate not discoloured/mouldy Packaging is not broken
Ice cream	Still frozen solid	Packaging is not broken

Products must be rejected if the following is observed:

- Perishable foods are more than two degrees above the required temperature zone.
- Frozen foods are more than five degrees above the required temperature zone or are partly thawed.
- The packaging is damaged and has exposed the product.
- There are signs of mould or other forms of food spoilage, such as withering of fresh produce.
- The packaging is blown.
- Cans are dented, bulging, rusty or leaking.
- There is no expiry date visible on the product, or the product has passed its Sell-By/Use-By/Best Before date.

If you must reject stock you will have an empty space in your display cabinet/shelf for a short while, please place a note for customers, reading:

"Due to a food safety issue/quality problem we could not accept the stock delivered today"

It is more important to a customer to see that you care about quality and their safety, than to have the product on shelf. They will choose an alternative product.

It is also important to show suppliers that you will not tolerate poor quality or compromise on food safety, and they will take greater care with your deliveries in future.

Outside Catering and Food Deliveries

Outside catering is a high-risk area for food safety. Once the customer has received the order you have no control over how they handle it before serving it to their guests. Should several people become ill from eating the same food it is very easy to identify the source of the food poisoning.

To protect yourself please adhere to the following:

- Food must be delivered or collected by the customer within one hour of preparation. The time should be agreed upon when the order is taken.
- The instruction to the customer must be to **eat immediately**.
- When offering a delivery service, the cold chain must be maintained to the point of delivery. Please refer to the table on page 2 of this module for temperature requirements. If food is to be delivered hot it should be transported in a hot box to maintain the temperature at 60°C and above.

Storage

- All goods must be stored off the floor on wooden pallets, roll cages and/or warehouse racking. Bulk and heavy items must be stored low to the ground on pallets.
- Detergents and fragrant non-foods must be stored away from food stuffs and products potentially affected by contamination.
- Fast moving items must be stored close to the sales floor and double handling should be minimised.
- Substances hazardous to health must be stored / locked away in the store room, clearly marked with a danger symbol.
- High value items must be locked in secure storage.
- Goods must be stored in categories and loose goods should be stored in sealed boxes.



Stock Rotation, Weekly Checks and Routines

- All products should be date rotated and clearly marked in the stockroom.
- Unloading bay to be pressure washed and cleaned.
- All mobile equipment (trolleys, goods lifts, roller trucks) and stockroom fridges and freezers to be cleaned.
- All cleaning to be recorded in department cleaning programme and all documentation kept in a file.

Housekeeping

- Always keep your desk tidy and keep paperwork in a neat orderly fashion, preferable clipped together in the order in which the deliveries were received.
- Always ensure forms and stamps are kept together.
- Make sure the receiving area is kept clean and hygienic. Mop up any spills as soon as possible before receiving your next delivery.
- Ensure scales are in working order and weighing accurately - check once a month.