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SOP: Receiving Orders Protocol

# Purpose:

To ensure all incoming food and beverage deliveries are properly checked for accuracy, quality, safety, and documentation at the time of receiving.

# Step 1: Preparation Before Delivery Arrives

• Ensure the receiving area is clean
• Have the following ready:
 - Clipboard or tablet with purchase order (PO)
 - Labels, pens, thermometer, gloves
 - Storage carts

# Step 2: Check-in Process – Do Not Skip

Every delivery must be verified before acceptance.

1. Match Items with the PO
 - Confirm quantities and items match what was ordered
 - Highlight or mark anything missing or substituted

2. Inspect Packaging
 - Check for damage, leaks, or broken seals
 - Reject anything not properly sealed or compromised

3. Check Labels & Expiration Dates
 - No labels or missing expiration date = automatic rejection or call Manager
 - Ensure perishable items are dated and within safe usage range

4. Temperature Control
 - Use a calibrated thermometer to spot-check if signs of temperature abuse:
 - Refrigerated items: ≤ 41°F
 - Frozen items: Solid frozen, ≤ 0°F
 - Record temperatures in the log(If necessary)

5. Debris & Contamination Check
 - Look for signs of pests, dirt, or foreign material
 - Wipe any residue or dust from containers before storing

# Step 3: Label & Store Properly

• Use color-coded labels if needed:
 🟢 Universal label and 🟡 Use First
• Label with:
 - Item Name
 - Date Received
 - Use-by/Expiration Date
 - Initials of Receiver

# Step 4: Documentation & Communication

• Log everything in the Receiving Log Sheet or inventory app
• If any items are rejected:
 - Note reason and contact vendor immediately
 - Take photos as proof
• Report missing items or substitutions to Chef or Manager on duty

# KEY REMINDER:

DO NOT sign any delivery invoice until:
✅ Product is verified
✅ Temperature is taken
✅ Labels and dates are confirmed
✅ Quality is approved