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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