

# Ordering & Receiving Standard Operating Procedure

## Purpose

- To confirm that food service staff are properly purchasing and receiving orders according to this SOP.
- To prevent foodborne illness by ensuring that all items received are protected from contamination.

## Scope

This procedure applies to any food service staff who are responsible for purchasing and receiving orders.

## Key Words

Contamination, Purchasing, Receiving

## Instructions

### Purchasing

The food service department must:

1. Purchase food only from suppliers who get their products from licensed reputable purveyors and manufacturers who adhere to good manufacturing practices.
2. Visit approved vendors to ensure that they maintain clean warehouses and operations.
3. Observe the delivery vehicles to ensure that they are clean and temperature is maintained through refrigeration or time.
4. Use written specifications to ensure that the vendor knows what is ordered.
5. Request a written letter from all vendors indicating that they follow either a HACCP program or good manufacturing practices.

The food service director or supervisor will:

1. Create an order guide with specific items for each vendor for staff.

- a. This ensures staff orders are consistent district wide and not creating extra inventory.
2. Review orders and delivery information to ensure orders and contracts are being met and are in line with business needs.
3. Follow-up as necessary.

#### The Kitchen Lead will

1. Follow the order guide for purchasing ensuring they order for the correct delivery dates.
2. Order Dry and Frozen items according to Ordering Tool timelines.
3. Use the approved vendor and ordering format for all products not ordered from the Warehouse, including produce, milk, bread, tortillas & snacks.
4. Only order approved items as described on the menu, production records, and recipes in K-12 software.

### Receiving

#### Food Service staff receiving food must

1. Open boxes to check the temperature of the product and to ensure the product is in good quality.
2. Receive only one delivery at a time from approved suppliers.
3. Record the date received on the outside of each package and a use-by date if applicable.
4. If the item is commodity label as such to help with inventory.
5. Accept only pasteurized dairy products.
6. Reject potentially hazardous foods that are not at acceptable temperature and cans with swelled tops or bottoms, leakage, flawed seals, rust, or dents.
7. Evaluate quality of products by odor, sight, and touch. Reject unacceptable products. Products must meet specifications and quality requirements. If any foods are deemed unacceptable they should be rejected and put in a designated area for credit.
8. If any product, food, or non-food (e.g. chicken tenders, plates) is deemed to be of poor or excellent quality the Kitchen Lead will contact the Director with:
  - a. Item, Item number and brand
  - b. Lot number or Code number
  - c. Commodity or Purchased
  - d. Quantity

e. Pictures

### Receiving Frozen and Refrigerated Foods

1. Check temperature with a calibrated thermometer to assure that cold foods, especially potentially hazardous foods - Foods in which microorganisms are able to grow rapidly, often moist, high in protein, and/or have a neutral or slightly acidic pH - are below 41°F.
2. Check to make sure frozen food is solid and does not show evidence of thawing and refreezing.
3. Reject, with the exception of fresh shell eggs (45°F), all foods that must be stored below 41°F and are delivered above 41°F.
4. If the time is known for when a product entered the danger zone and can safely return to 41°F or less within 4 hours, remove potentially hazardous foods from the temperature danger zone (41°F to 135°F), and place them in storage as quickly as possible. Foods that are placed back in storage must reach a safe temperature within 4 hours.
5. Check at random and record the temperature of three different types of food items immediately for each delivery. Record date, employee initials, vendor, product name, and temperature of these products in the receiving temperature log.
  - a. Place foods in the proper storage area (cooler or freezer) quickly to avoid potential bacterial growth.
  - b. Proper cooler temperatures are 41°F or below.
  - c. Proper deep chill storage temperatures are 32°F or below.
  - d. Proper freezer temperatures are 0°F or below.
  - e. Proper dry storage temperatures are between 50°F and 70°F at 50 to 60 percent humidity.
6. Use First In First Out (FIFO) rotation of products in all storage areas to assure that oldest products are used first. Products with the earliest use-by or expiration dates are stored in front of products with later dates.
7. Keep products in original packages until use.

### Vendor Night Drops of Receiving Frozen and Refrigerated Foods

1. Vendors will place delivery in the appropriate storage vessel for appropriate food: frozen foods in the freezer, refrigerated foods in the cooler, and dry items in dry storage unless otherwise indicated by the site.

2. Vendors will record the temperature of the product on the invoice/receipt before leaving and place it on the Kitchen Lead's desk or work table near the walk-in.
3. Vendors will turn off the lights before leaving and secure the area by setting the alarm and ensuring doors are closed on the refrigerated units as well as the cafeteria dock door.
4. The following day upon arrival, the Kitchen Lead will check the items received. The temperature on the receipt will be transposed onto the receiving log. Any variance of product must be communicated to the vendor for either replacement or credit.

### Receiving Dry Goods

1. Check dry goods for leaks, flaws, or broken packages. Dry goods must be dry, free of mold, and free of insects. If the packages are flawed, they must be rejected and put in a designated area for credit.
2. Inspect cans for leaks, dents, bulges, and other visible signs of damage. Notify a Kitchen Lead if a damaged can is found.
3. Date boxes and cans with the receiving date.
4. Separate chemicals from foods.
5. Check the delivery invoice against the items delivered and the purchase order.
6. When damaged items are found, the Kitchen Lead or designee will call the distributor so the product can be picked up and returned and a credit issued, or make similar arrangements with delivery personnel. Do not accept damaged items.
7. Note on the invoice any items rejected or missing.

### Dented Cans

1. Food Service staff will inspect all cans upon product delivery and before use in the kitchen for dents on any of the seams along the can, dents that cause crimping in the metal, cans with rust, or cans that show signs of "puffing".
2. If any cans are found to be damaged, the Food Service staff will email the Director immediately with the following information from the case or can.
  - a. Item, Item number, and brand
  - b. Lot number or Code number
  - c. Commodity or Purchased
  - d. Quantity
  - e. Pictures

3. The Kitchen Lead is responsible for emailing the Food Service Director as soon as possible.
4. Remove all damaged cans from inventory and discard immediately. Damaged cans are not to be used in any food preparation and are not to be stored in any area of the kitchen.
5. Dented Can Forms will be reviewed weekly and processed monthly.

\*Note: Using a personal device (i.e. mobile phone) to take or send pictures of dented cans is voluntary. Any billing or charges incurred with the use of picture taking and/or sending is the sole responsibility of the individual using the device and not that of (school district here) or the Food Service Department.

#### Vendor Reporting: The Director, Supervisor, or Kitchen Lead will

1. Assure that all foods come from approved vendors and sources.
2. Make sure trained staff is available to receive, inspect, and store food promptly.
3. Assure that no home-prepared foods are accepted or used.
4. Check receiving logs to ensure proper procedures are being followed.
5. Follow-up with staff as necessary.
6. File HACCP records.

#### Storage

Food Service staff who receive and store food maintain the storage areas, including dry, refrigerated, and freezer storage, by following these steps

1. Place foods into appropriate storage areas immediately upon receipt in the following order:
  - a. Refrigerated foods: Store foods in designated refrigerators. If food products are stored together in a refrigerator, they must be placed on shelves in the order listed below:

Top Shelf	Prepared or Ready to Eat Foods
	Fish and seafood items
	Whole cuts of raw beef
	Whole cuts of raw pork
	Ground or processed meats
Bottom Shelf	Raw Poultry

- b. Frozen foods
  - c. Dry foods
- 2. Keep all food items on shelves at least 6” above the floor to facilitate air circulation and proper cleaning.
- 3. Store food out of direct sunlight.
- 4. Place chemicals and supplies in appropriate storage areas, away from food.
- 5. Rotate goods when placing them in storage by placing the new items behind the old items to ensure that the older items are used first (First In, First Out inventory rotation)
- 6. Make sure all dry goods are dated with the receiving date.
- 7. Store food in the original container if the container is clean, dry, and intact. If necessary, food is repackaged in clean, well-labeled, airtight containers. This also can be done after a package is opened. Food is NEVER to be put in chemical containers and vice versa.
- 8. Store potentially hazardous foods no more than 7 days below 41°F from date of preparation.
- 9. Store pesticides and chemicals away from food handling and storage areas. They must be stored in original, labeled containers.

#### Storeroom Sanitation

- 1. Maintain clean and uncluttered storage areas. Storage areas must be positioned to prevent contamination, away from warewashing areas and garbage rooms.
- 2. Dispose of items that are beyond the expiration or “use by” dates.
- 3. Store all items on shelves at least 6” above the floor to facilitate air circulation and proper cleaning.
- 4. Check for signs of rodents or insects. If there are signs of the presence of rodents or insects, complete a work order.

#### Temperature Control

- 1. Check the temperature of all refrigerators, freezers, and dry storerooms at the beginning of each day.
  - a. Refrigerator temperatures must be between 36°F and 41°F.
  - b. Freezer temperatures should be between -10°F and 0°F.
  - c. Dry storage temperatures must be between 50°F and 70°F.
- 2. Record temperatures on the appropriate temperature log and initial.
- 3. Take corrective actions if temperatures are out of the recommended range.

4. Don't overload refrigerated storage areas, as it prevents air flow and makes the unit work harder to stay cold.
5. Use caution when cooling hot food in the refrigerator, as this warms the unit and puts other foods into the temperature danger zone.
6. Keep units closed as much as possible to maintain proper temperatures.
7. Defrost all units on a regular schedule to aid in proper maintenance and air circulation.

## Monitoring

1. Check logs and temperatures of storage rooms, freezers, and refrigerators.
2. Review logs to make sure there are no temperature deviations.
3. Document all corrective action taken on the appropriate forms.
4. File logs with HACCP records.

## Corrective Action

1. Retrain any Food Service staff not following the procedures in this SOP.
2. Retrain Food Service staff to ensure they know how to place and receive orders..

## Verification and Record Keeping

1. The Kitchen Lead will file completed weekly orders, delivery tickets and invoices.
2. These forms, paper or electronic, are to be kept on file for a minimum of 3 years.

Date Implemented \_\_\_\_\_ By \_\_\_\_\_

Date Reviewed \_\_\_\_\_ By \_\_\_\_\_

Date Revised \_\_\_\_\_ By \_\_\_\_\_