

# Chapter 7 – Stock Ordering, Receiving & Deliveries

As a Shift Leader you may be asked to place a food order to assist the Store Manager. You will need to order an adequate supply of food with a minimum of over/under ordering. The amount of product ordered depends on:

- Products on hand at the time of ordering
- Average weekly usage
- Periods of sales which will be affected by holidays, promotions, advertising campaigns, pay weeks, seasons of the year and school schedules
- Buffer added for unexpected circumstances. A buffer is extra inventory that is generally necessary to guard against late delivery or unexpected sales increases.

**PJ Produce** – You must log online and book online for PJ produce three times a week to place your order the day you place the order will be based on your location. When ordering please be aware that PJ produce take approximately one day to deliver and if you are ordering on a weekend the items will not be delivered until the following Monday. Be aware delivery times may change on Public holidays and Bank holidays.

**Bidvest Foodservice** – Once or twice a week (depending on your store size) you will be required to make a Bidvest foodservice order. You will have to place your order online. Here you can order meat items, cheese, napkins and other items.

## Receiving a Delivery

When goods are delivered to the store the quantity and quality of products should be verified as well as the condition of the items delivered. You should be familiar with the following two terms:

- **Expiration/Use by date:** Per the manufacturer, the last date you use the product in order to ensure safety and quality.
- **Shelf Life:** The amount of time a product will retain its high-quality characteristics.

All products must be used by the shelf life time or by the expiration/use by date printed on the original package, whichever is first. If you have anything delivered to the store – excluding the 'normal food & beverages deliveries' you **MUST** inform your manager straight away. It may be parts or items waiting for.

You should not book or accept a delivery between 12-3pm

## Checking Delivery

You **MUST** check that all products have been received and have been signed to accept the delivery. Remember to note any issues or missing stock on the delivery note.

1. Open all cartons and inspect products immediately to check for freshness and/or damage. This is particularly important for all frozen items and vegetables.
2. Check temperatures of all frozen and refrigerated products
3. Inspect frozen dough and meats first. Make sure boxes are intact and dry. Check for water marks on the boxes which may indicate previous thawing. Immediately place frozen products in the freezer.
4. Make sure delivered items are approved SUBWAY® brands and/or are marked with approved SUBWAY® products code (SPC) numbers.



5. Refuse products that are unacceptable for any reason; mark those boxes with an 'X' and return them to the delivery person. Note on the invoice the reason for refusal. Have the delivery person co-sign the invoice.
6. Check for accuracy of the shipment. Check case quantity against quantity ordered and the quantity listed on the invoice.
7. If the box is not marked with the date of delivery by the distributor, date and initial all products received. Rotate, store and use all products based on a first-in, first-out system.
8. Report any quality or any date issues to Quality Net

## Storing the Delivery

It can't be stated enough: rotation, rotation, rotation! CHECK DATES! Always place newer products behind older products to make sure items are used on a First In-First out (FIFO) basis. If you don't use this principle, some products might never be used, or at least not for a very long time. This is extremely critical when the item involved is highly perishable like pre-sliced meats or produce.

Another factor to consider is to make sure you store products where they should be stored; in other words, put frozen items in the freezer, refrigerated products in the refrigerator, dry good and boxes of pouched products on your dry shelving.

The following is a checklist of things to remember when storing products:

- Put frozen and chilled items away IMMEDIATELY so temperatures do not rise. Rotate stock, (FIFO—First In First Out).
- Keep foods out of the temperature danger zone (5°C-60°C)
- Store food only in areas designated for that product
- Keep storage areas clean and dry
- Make sure your refrigerator & freezer are both operating properly and are adhering to the correct temperature
- Leave enough room for air circulation around and under stored product.
- Never pile boxes on the floor and always leave 6" (15.24 cm) of space between shelving and floors and walls
- Remove packet trays from the boxes where appropriate

To prevent dirt transfer from the plastic surrounding the packaged milk cartons and the fridge, please ensure the following process is followed on delivery of milk from PJ Produce.

Remove the outer packaging before placing on walk in fridge shelving in the FIFO order.



# Stock Ordering, Receiving & Deliveries – Question Time

1. What does the amount you order depend on? Please select the correct answer.

- a. Products on hand at the time of ordering
- b. Average weekly usage
- c. Periods of sales which will be affected by things such as holidays
- d. Buffer added for unexpected circumstances.
- e. All of the Above

2. Explain the following terms:

Expiration/Use by date:

Shelf Life:

3. When food is delivered you should you check frozen dough and meats first and last?

4. What does FIFO stand for?

5. Why is FIFO important?

6. What time should you NOT book a delivery for?

7. What should you check when you receive a delivery?

8. Who should you report product issues to?

Trainer  
Sign & date:

Trainee  
Sign & date:

