

COMPULSORY UNITS

receiving and storing
stock**THHGGA06B**

THIS UNIT INTRODUCES the skills and knowledge required to receive and store stock in a range of tourism and hospitality enterprises.

Correctly purchased and stored goods directly influence food production efficiency. Buying procedures must be supported by correct receiving and storing of goods. These procedures vary depending on the type and size of the establishment and its turnover. If the establishment is small, the owner or chef will usually be responsible for buying, receiving and storing stock. In large establishments staff members are employed for each specific activity, such as buyers, storepersons and delivery people.

Checking Incoming Goods

On delivery of any product, the person responsible for receiving it must ensure that the delivery docket matches the purchase order. The following factors should be checked: quantity, quality, size and weight.



Delivery of organic vegetables ready for checking

Receiving goods – Quantity

- Count and weigh all products.
- Check the number or weight of items against the quantity ordered.
- Know the weight of boxes or containers that the food is delivered in.
- Familiarise yourself with quantities in which foods are packaged.

Receiving goods – Quality

- Check that frozen products are frozen.
- Check use-by dates.
- Check the temperature of chilled products.
- Check packaging for damage, rips and/or tears.

- Check for signs of vermin.

- Check tins for bloating.

- Check that vacuum-packed foods are still sealed.

Receiving goods – Size

- Check the packaging size matches the order.
- Check brand and product match the order.

Receiving goods – Weight

- Weigh all goods delivered.
- If size has been specified for a particular fresh product, ensure that each item is the same or very similar.

Stock Control Documentation

In the hospitality industry, all purchases should be written down and recorded on an order form. It is a checking system and helps to control what is used, what is needed and what is received. Requisitioning is the industry term used for ordering and purchasing goods.

When ordering, it is important for the purchaser to give to the supplier a detailed description of what is wanted, including the quality, size, packaging and weight. Usually a carbon copy (or computer-based) form is used so both the supplier and purchaser have a record of what was ordered.

A delivery docket is a form from the supplier that accompanies deliveries of goods. The customer signs it upon delivery to confirm receipt of the goods.

TOP COMPANY MEAT SUPPLIES		
57 City Road Sydney 2000		
Phone: 9999 1234 Fax: 9999 2345		
DELIVERY DOCKET 0022778		
To: Quality Catering Company		
Date: 01/01/2007		
ORDER NO: F3456		
Item code	Item description	Quantity
3345	Beef fillet	6.7 kg
3346	Beef sirloin plate	4.5 kg
4435	Legs lamb—boned and rolled	6.2 kg
4567	Lamb racks (3 cutlets)	500 g
6623	Chicken breast fillet	6.0 kg
3378	Mince—extra lean	12.3 kg
Received by:		

FIGURE 7.1 A delivery docket

TOP COMPANY MEAT SUPPLIES				
57 City Road, Sydney 2000				
Phone: 9999 1234 Fax: 9999 2345				
TAX INVOICE NUMBER 17345				
To: Quality Catering Company				
Date: 31/01/2007				
ORDER NO: F3456				
Item code	Item description	Quantity	Unit cost	Total cost
3345	Beef fillet	6.7 kg	14.99	100.43
3346	Beef sirloin plate	4.5 kg	8.99	40.45
4435	Legs lamb—boned and rolled	6.2 kg	7.99	49.53
4567	Lamb racks (3 cutlets)	500 g	2.10	105.00
6623	Chicken thigh fillet	6.0 kg	8.99	53.94
3378	Mince—extra lean	12.3 kg	5.89	72.45
	TOTAL			\$421.80
Payment details: Bankcard/MasterCard/Visa Cheque Cash				

FIGURE 7.2 An invoice

ACTIVITY

Compare the sample delivery docket (Figure 7.1) and the sample invoice (Figure 7.2).

- 1 What are the differences between these two documents?
- 2 What discrepancies are there that need to be referred to the person responsible for placing the order? (Hint: compare all items and check costs.)
- 3 Why is it important to inform this person?

Checking Delivery Dockets

The delivery docket is used to identify stock in terms of quantity, size, weight and specific types or descriptions of goods, e.g. golden delicious apples. Delivery dockets and items delivered should be carefully cross-checked to ensure there are no discrepancies.

Types of Stock Received

The hospitality industry is very diverse and varied. Stock being delivered may not always be food items; stock may be needed and used in departments other than kitchens. Depending on the size of the establishment, items being delivered may include:

- food items for areas other than the kitchen (such as snack items for vending machines)
- non-alcoholic beverages
- equipment, such as maintenance and cleaning equipment and office equipment
- linen, including sheets, towels and table linen
- stationery and office supplies.

Reporting Defects and Variations

When receiving goods from a supplier, all delivery dockets need to be checked for accuracy. Delivery dockets should include:

- the supplier's name
- a docket (or order) number
- the date
- any credits or changes to the order
- space for the signature of the person who accepts the goods
- information about the quantity, weight, brand etc. of all items.

If there are variations or defects in items delivered, you must report them. This can be done in a number of ways. You can indicate on the delivery docket and have the delivery driver witness and initial it, or you can notify the supplier immediately by phone or email and request a credit note or extra delivery.

ACTIVITY

Draw up a table like the one below and identify the quality and food safety points you would check when receiving the items listed.

Item	Quality and food safety points
Fresh fish	
Frozen chicken	
Fresh tomatoes	
Canned pineapple	
Flour	

If any items or packaging have been tampered with or broken they should not be accepted and should be returned to the supplier. The supplier should either supply replacement goods or issue a credit note.

Problems with deliveries should also be reported to your supervisor or manager and the accounts department.

Who to report to

Defects or variations in orders received should be reported immediately to the following people:

- supervisor/manager
- supplier/**wholesaler**
- finance/accounts department.

wholesaler: provider of bulk goods to businesses.

Communicating clearly with all departments in your organisation is vital. Working as part of a team means you need to perform your tasks conscientiously and report discrepancies immediately. This can be done either verbally or non-verbally (in writing).

ACTIVITY

Emma is employed as a cook for a small restaurant. The manager, who is away on holiday, has told Emma about a delivery that will be occurring during his absence and informed Emma where the documents about the order were kept. The delivery van arrives and the delivery person unloads two crates of fish. Emma and the delivery person weigh the crates and check that the weight indicated on the invoice is correct. Emma signs the invoice. Emma then locks the door of the loading dock and puts the fish in the freezer.

- 1 Outline two things that Emma neglected to do when she received the fish.
- 2 Outline two steps in the procedure of receiving goods that Emma followed.
- 3 Discuss the main reasons for following the correct procedure for receiving goods.

ACTIVITY

Create a flowchart of the actions that should be taken after receiving broken glassware from a supplier.

Incident report form: Incoming goods reject form

<i>Date</i>	<i>Time</i>	<i>Supplier</i>	<i>Product</i>	<i>Reason for rejection</i>	<i>Action taken by</i>	<i>Signature</i>	<i>Driver's signature</i>

FIGURE 7.3 Example of an incoming goods reject form



Report variances and defects

Oversupply of Order

If a delivery is not correct and there is an excess of goods, the following should occur:

- notify supplier about incorrect amounts of stock, and
- properly store excess stock to reduce possibility of degradation and contamination, or
- return excess stock to supplier.

Fresh Produce – Al's Fruit and Vegetable Supplies

Credit Note: No. ME1308

To:

Date:

Item description:

Issued by:

FIGURE 7.4 Example of a credit note

Transporting Supplies to Storage Areas

Most products are delivered in some form of packaging, which protects it during transportation. When receiving supplies and putting them away the following guidelines should be followed.

- Remove and safely dispose of nails, staples and sharp metallic objects that come in packaging boxes. These items may cause injury.
- Use an appropriate tool to open boxes or containers so the contents are not damaged.
- Store heavier items on low shelves.
- Ensure heavy items are not stacked on top of light breakable shelves or up high.
- Keep all containers covered to keep out dust, insects and vermin.
- Remove all loose or spilled foods to discourage insects and vermin from breeding.
- All lights in storage areas should have guards over them to prevent accidents while transporting goods.
- Keep storage areas clean and tidy.
- Do not use containers normally used for other purposes to hold food, such as garbage bags for bread rolls and bottles usually used for detergents.
- Perishable items should be immediately stored in the freezer or refrigerator.
- Take care not to damage packaging when handling vacuum-sealed and airtight items.
- Take care not to damage packaging with sharp objects while unpacking and storing.



Each food category has specific storage requirements

Appropriate Storage Areas

Goods should be stored in appropriate areas. Each food category has its own inspection requirements upon delivery, and each food category also has its own storage requirements. Dry goods, canned and bottled goods, highly perishable foods, alcohol, chemicals, stationery and furniture all need their own suitable storage areas. Good food storage areas should have the following characteristics:

- sanitary: clean shelving, free from grime, adequate seals around doors, protection against vermin and a regular cleaning program
- secure: preferably locked to ensure goods are not stolen; not accessible to non-employees

- appropriate temperature: temperature and humidity levels need to be monitored and appropriate for each item
- ventilated: free from damp and good air circulation

Labelling Stock

When goods are delivered from suppliers, food should be stored correctly and clearly labelled to avoid products that look similar being confused (for example, raw pork products could be confused with chicken). All containers should be labelled with date, item and quantity if possible.

Product Life, Storage and Security

Basic knowledge of product shelf life is important for identifying correct storage requirements. For example, when dry goods are opened they should be stored in containers with tight-fitting lids that have a low moisture content to reduce the possible infestation from rodents, weevils and other insects. Supply levels of stock should be carefully monitored so stock can be reordered and rotated as needed and discarded when it becomes stale or has deteriorated.



Scallops displayed for purchase

Stock may also include goods that are used in areas other than the kitchen, such as linen, equipment used for cleaning and maintenance, and non-alcoholic beverages used in mini bars. All stock must be stored appropriately to ensure it remains safe, secure and in optimum condition.

ACTIVITY

Research and list the product life, storage and security requirements of the following items.

- chicken fillets
- canned corn
- floor cleaner
- plain flour

Types of Storage Areas

Different types of supplies require different storage conditions. Each storage area needs to be kept organised and easy to access, with all items being stored appropriately. Some different storage areas are listed below:

- Stock room – Contains expensive items such as electrical equipment, liquor supplies and specialist equipment. Access to the stock room is often limited to personnel responsible for managing such areas.
- Refrigerator – For storage of perishable goods. The temperature should be kept below 5°C, and food items must be wrapped or sealed to avoid drying out and contamination. Food items should be clearly labelled and not stacked too tightly so air can circulate. Strong-smelling items such as garlic should be covered and kept separate from other food items to ensure the

smell does not penetrate. Refrigerators should be inspected and cleaned regularly.

- Linen room/cupboard – For storage of all the linen used by an establishment, such as sheets, towels, serviettes and tablecloths. Should be well ventilated and free from moisture.
- Stationery cupboard – Contains stationery supplies such as pens, paper, envelopes, letterhead and general office equipment.
- Housekeeper's office – Often where cleaning equipment and materials are stored. It is important that this area is kept locked so it can not be accessed without permission, due to many of the chemicals used being toxic and dangerous to touch. Such goods need to be treated with care and not stored near food. The area should be cool, dry and well-ventilated. Some types of chemicals should not be stored next to other types, so products labels and material safety data sheets should be checked.

Stock Records

An accurate record of goods taken in and out of storage areas should be maintained. It is important to control waste and that stock of certain items does not run out. Recording of stock levels should be carried out accurately and in accordance with enterprise procedures. It is usually done in two ways:

- manual (bin cards), where stock is counted, documented and recorded manually using a bin card system. The bin card records the name of the stock item, the unit price, the amount of stock added or removed from storage, the date that quantity was added or removed, the quantity still in store and date that the last check was made

BIN CARD			
Item: Raw sugar		Unit Size: 500 g	
Date	Amount in	Amount out	Balance
1/7/06			6
3/7/06	12		18
4/7/06		8	10
10/7/06	12		22
10/7/06		6	16

FIGURE 7.5 An example of a bin card

- computerised stock records, in which all the same information is recorded as in the manual system, but records are updated electronically as stock is manipulated.

Labelling for Safety

Many supplies arrive in packaging that clearly states contents and use-by dates, however supplies are often removed from their original packaging for various reasons. When supplies are repacked into other containers, information such as contents, date received, date of last quality check and name of employee who carried out the check should be recorded.

The use, storage and labelling of chemicals used in the workplace must meet (OH&S) requirements as well as environmental requirements. Many of the chemicals used in industry are potentially dangerous to humans so it is important that they are used and stored in the correct way. For more specific information, see Unit 5.

ACTIVITY

Invite the OH&S coordinator in your school to discuss issues relating to the labelling and storage of chemicals in your school. Write a report outlining:

- how chemicals should be stored
- the importance of clear labelling
- why a material safety data sheet must be available to users of hazardous chemicals
- what PPE must be worn.



Use trolleys to carry heavy loads

Stock Rotation

To ensure freshness of food products it is essential that supplies are rotated. This means placing new stock at the back of the storage area and bringing older stock to the front. If this does not occur, older stock will eventually become unusable and will need to be discarded, which is wasteful and costly. In industry two general rules apply:

- FIFO (first in, first out)
- LIFO (last in, last out).

Safe Practices for Moving Goods

All Australian workplaces are covered by legislation that defines employer and employee responsibilities for OH&S requirements. In addition, most workplaces have an OH&S policy and code of practice that aims to reduce the incidence of illness and injury within the workplace. Many injuries occur when stock is delivered and being put away. To reduce the incidence of injuries, the following should be observed.

- OH&S lifting techniques: When lifting heavy items, care should be taken. You should bend the knees, not from the waist only. Avoid carrying awkward or unbalanced loads. For specific information, see Unit 3.
- Use of trolleys and pallet lifting: Where possible use a hydraulic lift or trolley to carry heavy loads.
- Help from colleagues: Seek assistance from other employees to help carry large objects.

Checking Quality of Stock

Each food product has particular quality points that must be checked on a regular basis. Some ingredients should be checked daily, while others should be checked on a weekly basis. Supplies should be checked to ensure packaging is intact, use-by dates are valid and that there are no obvious signs of pests or vermin.

Waste Disposal

Checking, cleaning and maintaining storage areas on a regular basis are an essential element of basic hygiene. Correct disposal of waste such as food,

cleaning chemicals, out-of-date products helps to avoid incidence of vermin and pests. Where possible, goods should be recycled to help reduce waste and protect the environment. For more specific information on waste disposal see Unit 5.



Correct disposal of waste reduces the incidence of vermin and pests

STOCK CONTROL CARD

Item: Raw sugar
Minimum stock level: 6
Unit cost: \$1.14

Unit Size: 500 g
Maximum stock level: 24
Supplier: 1. McKay's Wholesalers
 2. True Blue Supplies

Date	Goods in	Supplier invoice no.	Goods out	Department	Req. No.	Balance
1/7						6
3/7	12	1. A1230				18
4/7			8	Café	C413	10
10/7	12	2. C3467				22
10/7			6	Restaurant kitchen	K092	16

FIGURE 7.6 An example of a stock control card

Types of Control Systems

All supplies in an establishment need to be carefully and consistently maintained and rotated. Effective stock control measures ensure supplies are

consistent and help to monitor quality. As discussed earlier in the unit, stock control can be managed using two systems:

- manual systems
- computerised systems.

ACTIVITY

Read each of the following statements and write down in your notebook whether each statement is true or false.

- 1 Stock rotation refers to tinned foods that have to be turned over periodically, like cellared red wine, to prevent settling of ingredients.
- 2 New stock goes to the back and old stock should be brought forward on a shelf.
- 3 Correctly storing food will ensure a longer shelf life for the product.
- 4 Food segregation has now been banned in most developed nations.
- 5 One possible reason that an item is slow moving is that the standard recipe is not being followed.
- 6 Daily specials would be a good way to move an item you have excess of a bit faster.
- 7 It is acceptable to place parmesan cheese near whipped cream.
- 8 Blue vein cheese that has a strong odour and shows signs of mould should be thrown out.
- 9 Seafood and poultry can be stored in the meat fridge.
- 10 Different foods need different storage conditions.

STOCKTAKE SHEET

<i>Product</i>	<i>Unit</i>	<i>Drystore</i>	<i>Coolroom</i>	<i>Freezer</i>	<i>Kitchen</i>	<i>Unit price</i>	<i>Total</i>
Alfalfa	Punnet					\$ 0.99	
Apples – Green	kg					\$ 3.00	
Avocados	Each					\$ 1.00	
Bananas	kg					\$ 2.00	
Basil	Bunch					\$ 2.00	
Bean sprouts	Packet					\$ 0.50	
Bok choi	Bunch					\$ 0.80	
Broccoli	Box					\$18.00	

FIGURE 7.7 An example of a stocktake sheet

This is a practical activity to practice receiving and storing stock. Receive and check goods delivered to your school against purchasing specifications. The tasks and key competencies are shown below.

Key competencies	Level
Collecting, organising and analysing information	1
Communicating ideas and information	1
Planning and organising activities	1
Working with others and in teams	1
Using mathematical ideas and techniques	1
Solving problems	1
Using technology	1

Key to levels	Perform	Level 1
	Administer and Manage	Level 2
	Design and Evaluate	Level 3

Collecting, organising and analysing information

Check existing stock, analyse it and record relevant information about it.

- Are all foods stored in their designated area?
- What types of ingredients are stored in each area, i.e. coolroom, freezer or dry store?
- Are the coolrooms or refrigerators and freezers operating at the appropriate temperature?
- Is the food stored correctly in each area?
- Are foods stored in proper containers?
- Are food items segregated, i.e. kept separate to avoid cross-contamination?

Your teacher will provide you with an actual written copy of an order as placed with the supplier.

Communicating ideas and information

Receive and check goods when delivered and make sure that they match the specifications and delivery docket.

- Check the quantity.
- Check the size of the product.
- Check the weight of the goods delivered.
- Check the quality of the goods delivered.
- Check for signs of deterioration.
- Check packaging is intact.

Planning and organising activities

- Plan the sequence and timing of stock receipt and storage.
- Practise stock rotation.

Working with others and in teams

- Work cooperatively with members of staff.

Using mathematical ideas and techniques

Count and check:

- Quantity
- Size of the product
- Weight of the goods delivered.

Solving problems

- Report defects or other variations to your teacher.

Using technology

- Use safe lifting procedures that are in line with OH&S standards.

Important

While you may be accepting goods on behalf of your school, your teacher will be supervising you directly. In the event of any discrepancy you should not feel liable or financially accountable in any way.

UNIT SUMMARY

At the completion of this unit, students will have discussed, researched and analysed:




- Criteria for accurately checking incoming stock
- Stock control documentation
- Types of stock received
- Reporting defects and variations
- Methods of recording discrepancies
- Personnel to whom variations and defects should be reported
- Use of delivery dockets for checking stock
- Procedure for dealing with oversupply
- Transporting supplies to appropriate storage areas
- Appropriate storage areas
- Basic knowledge of product life, storage and security requirements of stock
- Types of storage areas
- Documentation of stock records
- Labelling of stock for safety
- Stock rotation
- Safe practices for moving goods
- Regularly checking quality of stock
- Waste disposal
- Types of control systems

UNIT SUMMARY QUESTIONS

- 1 Define the term 'receiving' and 'storing' in relation to the hospitality industry.
- 2 Stock delivered to a hospitality establishment may not always include ingredients in the kitchen. Outline five other types of stock.
- 3 List the kind of information that should appear on an invoice from a reputable supplier.
- 4 Identify the procedure to deal with under or oversupply of a required item.
- 5 A supplier delivers to your establishment 5 kg of requested chicken breasts. The chicken however is not appropriately packed, smells a little bit funny and is not an even colour. How would you deal with such a situation and to whom would you need to report such problems?
- 6 Identify different storage areas used in a commercial kitchen and list food products that belong in each of the storage conditions.
- 7 Outline the advantages and disadvantages of having manual versus computerised stock rotation cards.
- 8 'Basic knowledge of product life, storage conditions and security requirements are essential when working in a hospitality establishment.' Discuss this statement and justify your views.
- 9 Safe practices must be employed when moving stock. Outline three OH&S issues that need to be addressed when moving pallets of goods from one area to another.
- 10 Explain the importance of keeping accurate invoices and orders for goods received and delivered. What could happen if this was not done?

MULTIPLE CHOICE QUESTIONS

(Answers on page 261.)

- 1 What is meant by the term 'LIFO'?
 - a Last in last out
 - b Last in left overs
 - c Last invoice last order
 - d Left in last over
- 2 The main purpose of stock rotation in the food production department is:
 - a To use all stock at the same time
 - b To reduce spoilage and wastage of unused food
 - c To aid in ordering
 - d To assist in stocktake
- 3 Which document demonstrates if there is enough stock available?
 - a Invoice
 - b Bin card
 - c Delivery docket
 - d Purchase order
- 4 Large quantities of electrical goods have arrived for the housekeeping department. The best place to store such items would be:
 - a In a locked stock room
 - b In your manager's office
 - c Behind the bar
 - d In the cool room
- 5 Which is an example of stock commonly required in the front reception of a large hotel?
 - a Linen
 - b Mini bar supplies
 - c Maps of the hotel and local tourist information
 - d Employment declaration forms
- 6 When returning unsatisfactory goods to a supplier, which form should you ask for?
 - a Order form
 - b Credit note
 - c Price list
 - d Invoice form
- 7 Large bulky stock should be stored:
 - a As close to the ground as possible
 - b As the very top of a cupboard
 - c Behind a door
 - d At eye-level where it is easy to see
- 8 Chemicals can be quite dangerous and hazardous in the workplace. It is *not* suitable to store chemicals:
 - a With flammable materials
 - b With food supplies
 - c In unlabelled containers
 - d All of the above
- 9 The most correct technique(s) for lifting a heavy item as shown in the diagram would be:
 - a 
 - b 
 - c 
 - d None of the above
- 10 Semi-sun-dried tomatoes have been ordered by the kitchen to use in this week's menu. The best place to store this item would be:
 - a In the head chef's office
 - b In the freezer
 - c In the cool room
 - d In the dry goods store