

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.

Bidfood – Three times a week you will be required to make an order. You will have to place your order online after filling in your food order book. 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.



Placing a Delivery

Before placing an order, you MUST fill in the food order book to track stock in store, record any stock usage patterns and keep a record of what is needed. To start you will write your name and the date you are placing the order on the front of the book. Then using the book, you must count and write on each line of the book how much stock you are currently holding.

Using the “build to” number on the left of the page (this will be set up by your store manager at the start of each new book) you will calculate how much stock you have in store and what you need to order to build the stock levels to meet the store’s needs. Once you have filled in what you need to order you can place the order through Subventory.

SCL Double Choc Cookie (Vegan)	9660	6x30 ct	Build to 3	0.1 2
Subway Choc Chip Candy Cookie	245	6x30 ct	Build to 3	1.5 2
Walkers Baked Cheese & Onion Snack	3131	48x1 ct	Build to 1	0 1
Walkers Cheese & Onion Crisps	3125	48x1 ct	Build to 2	0 2
Walkers Prawn Cocktail Crisps	6601	32x1 ct	Build to 1	0 1
Walkers Quavers Cheese Snacks	5625	32x1 ct	Build to 3	0 3
Walkers Ready Salted Crisps	3125	48x1 ct	Build to 1	0 1
Walkers Salt & Vinegar Crisps	3125	48x1 ct	Build to 1	0 1

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.

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

