

Chapter 12 – Back of House

Store security & safety procedures

Security is everyone's responsibility. Everyone must learn the security procedures and follow them! Following safety procedures helps ensure the restaurant operates safely and free of threats to everyone in the restaurant.

There are 'employee only area' restaurants. The following are restricted areas for customers, friends & family:

- Rubbish area
- Back room
- Back door
- Behind the sandwich unit and food preparation area

Back Door Procedures



- Do check peephole prior to opening door

- **Don't** answer the door after dark
- **Don't** block access to the back door
- **Don't** open door for anyone except scheduled deliveries



Opening Procedures

Opening procedures help prepare for the day ahead and include the following

- Check all doors and windows for signs of disturbance
- Never let unauthorized people enter the restaurant before it is open and ready for business
- Review any other local policies your restaurant may have

Closing Procedures

Closing procedures help prepare the restaurant for the next day or shift and include the following

Precautions to take:

- Lock all windows and doors
- Keep lights on
- Set alarm and surveillance system
- Be alert
- Review any other local policies your restaurant may have
- Don't enter restaurant
- Notify your franchisee as soon as possible and call the authorities
- Review any other local instructions your restaurant may have

Handling Deliveries

All deliveries should be inspected for damage as unsatisfactory product can lead to stock loss and food borne illness. Always take and record the temperatures of all deliveries. See the temperature log for details.

Demands of accepting deliveries

Off-Peak hours: Deliveries should come at off-peak hours when the store is not busy and an employee can spend time putting the items away.

Prepare storage areas: Storage areas should be organized and cleared before a delivery comes to allow for efficient turnaround of delivery and storage.

FIFO rotation: Items should be put away the FIFO (First In: First Out) rotation. New items should be placed at the bottom/back of the storage area and old items should be placed at the front so they are used first.

In order to ensure goods delivered are not damaged and products are not missing you must complete the delivery accepting process. Your trainer will explain and demonstrate this process and what it involves:

- Visual inspection
- Compare invoice to inventory
- Open boxes
- Take product temperatures
- Label
- Store Items
- Mark any discrepancies
- Accept or Reject/ sign invoice



The person signing for the items are responsible for their condition and number. The following checklists should be completed:

Checklist for accepting Deliveries:

- Invoice vs. order
- Approved brands
- Visible damage
- Expiration date
- Product temperatures

Signing Process:

- Mark discrepancies
- Accept or reject items
- Sign/Co-sign invoice if satisfied



Put chilled and frozen deliveries away first to maintain the products at a safe temperature and to prevent frozen food thawing. Dry and ambient goods can be stored later.

Back of House – Question Time

1. What areas are restricted to customers, friends and family?

2. What are the DO'S of the back-door procedures?

3. What are the DON'TS of the back-door procedures?

4. What are the opening safety procedures?

5. If there has been a disturbance what three things should you do?

6. Why are deliveries checked and signed for?

7. When should deliveries take place: off peak or in peak hours?

Off peak

In peak

8. Why should delivered items follow the FIFO method?

9. Which of the following is not part of accepting a delivery process?

- a. Visual inspection
- b. Compare invoice to inventory
- c. Open boxes
- d. Leave items on the floor for the manager to check and then store
- e. Mark any discrepancies
- f. Accept or Reject/ sign invoice

Trainer

Sign & date:

Trainee

Sign & date:

