

CUAKS501

Kitchen Supplies Reception and Storing

Receive and store kitchen supplies

Competence



**Credits: 4**

**Learning hours: 40**

**Sector: Hospitality and Tourism**

**Sub-sector: Culinary Arts**

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### **Purpose statement**

This module describes the skills and knowledge and attitude required to receive delivery section supplies, rotate and maintain kitchen section supplies for a range of purposes. This module will allow the trainee to establish appropriate storage of kitchen section supplies.

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## Learning Unit 1: Receive delivery section supplies

### Learning Outcome: 1.1 Check incoming supplies according to the orders and delivery documentation

#### Introduction

Kitchens need to order in a wide range of stock – both food and non-food items. When stock has been delivered there are numerous industry standard procedures as well as various organisational procedures that need to be followed to make sure that the goods that have been delivered are correct.

#### Understanding Supplies

Many goods come into a hospitality business to provide a service to customers. These are all called supplies. These supplies cost the business money and must be treated properly so that they are not damaged, spoiled or lost.

#### Supplies can be seen to include:

- ✓ Food – including dry goods, dairy products, meat, poultry, seafood, fruit and vegetables and frozen goods. This definition embraces raw materials as well as food items that are purchased in convenience form and pre-prepared form
- ✓ Beverages – that are used by the kitchen. This can include alcoholic beverages, juices and other beverages required in the preparation of menu items
- ✓ Utensils and equipment – required for the preparation, display and service of food
- ✓ Cleaning materials and equipment – as required to meet the cleaning and sanitation requirements of the FSP for the property
- ✓ Linen – such as tea towels, serviettes, tablecloths and aprons
- ✓ Stationery items – such as vouchers, tickets, pens, paper and relevant stock control and internal communication forms/documents.

#### Suppliers

Suppliers are the people or organisations that supply the goods. They could be supermarket chains, local farmers, catering supply companies, soft drink companies, butchers and bakeries.

Under the Food Standards Code, hospitality businesses need to be sure that supplies they receive are safe to use. Businesses choose a supplier, try them out and if they are happy with them, they order from the same people each time. These are the approved suppliers for the business.

The hospitality business keeps a list with each supplier's contact details and the food they supply. If there is a problem with the food, the business knows where it came from.

Here is part of an approved supplier list for the Sunrise Café.

 Sunrise Café APPROVED SUPPLIER LIST			
Supplier	Contact details	Goods supplied	Special instructions
Di Matteo Coffee Supplies	23 Main Road Parkland Tel: 08 987 65543	Coffee beans	Beans must be freshly roasted Supply on demand
Artikas Bakery	340 Side Road Parkland Tel: 08 987 4589	Bread Rolls Pastries	Deliver by 8 am each day Goods must be baked on day of supply
Fresh Dairy Co	53 Crossover Lane Parkland Tel: 08 987 5390	Milk Cream	Delivery by 8 am each day Refrigerated truck

• **Topic 1: Factors to consider in orders and delivery documentation of incoming supplies**

- ✓ **Quantity:** checking to make sure all the items listed on delivery documentation has been supplied
- ✓ **Size:** dimensions of the item/load.
- ✓ **Weight:** Check the weight on packaged good, Weigh loose goods, Get to know the weight of food containers.
- ✓ **Quality:** Make sure all food is fit for human consumption, to ensure items are of the correct grade or year or style.

Ensure items feature the required/ordered characteristics and/or classifications and the required/expected attributes are present

- ✓ **Fresh ness:** Look, smell, feel and check use-by dates.

You can check the freshness of food through these methods:

- visual inspection – see if something looks wrong
- pick up some items and handle them to see if they feel right
- smell items to see if they smell right and smell fresh
- Move cartons to check that there is no damage to the *contents* (things inside).

## • **Topic 2: Guidance on taking delivery of goods**

A clear process is required in order to ensure that all goods procured by the kitchen department are accounted for and can be traced. This guide has been created with an aim to enable you and your department to manage deliveries quickly, safely and effectively.

The most common issues surrounding deliveries are over / under deliveries, damaged and incorrect goods. There are a few things which can be done to reduce your risk and liability.

- ✓ **Purchase orders:** A **purchase order** (PO) is a document issued by a buyer to the seller, providing the information about the **details** of the **order**. That is the date and the date required, your contact details, the products required delivery address, the quantity, type of product, prices, etc.
- ✓ **Taking delivery:** to receive (something that is being delivered)/ to officially accept something large that you have bought. If you are to receive goods which are large or hazardous ensure you are clear about exactly when they will be delivered and arrange for appropriate staff and facilities to be in place.
- ✓ **Damaged goods:** Item/s that were expected to be in good (if not brand new) condition, but were discovered eventually that they weren't.

When a product is delivered check as much as possible whilst the delivery person waits, if they are in a hurry only sign the delivery note if you can also write "unchecked". **If boxes look as though they are damaged you have two options:**

1. Refuse the delivery
2. Accept the delivery, make the delivery person aware and sign for the goods clearly writing damaged on the delivery paperwork

In both situations you should call your supplier immediately and report the problem, back up all telephone calls with a written confirmation. If you arranged the delivery directly with the courier yourself, the responsibility will be yours to prove that it was the courier who caused the damage to the products not you. In this instance it is really important that you acknowledge any damage immediately, directly to the delivery person and then to their employer. If the supplier arranged the delivery, again make the delivery person aware however the seller is responsible for dealing with the problem and have a contractual responsibility to supply you with goods which are of satisfactory quality.

- ✓ **Quantity discrepancies:** A quantity discrepancy is the difference between the receipt quantity and the invoice **quantity**. A quantity discrepancy is based on a comparison between the invoice and the receipt. If a receipt is not available, the invoice cost can be compared to the purchase order cost.

It is difficult if you are taking delivery of 1000 files for example; to ensure that you do indeed have the correct number. On occasions such as these the delivery person will not usually wait whilst you count the items. If you sign the delivery note "Unchecked" you have an opportunity to claim if the incorrect quantity has been delivered. The law allows purchasers "A reasonable amount of time" to check deliveries and report faults. It is therefore imperative that deliveries are fully checked as soon as is possible. Any discrepancies, no matter how minor, should be reported immediately to the supplier.

If you have received above the amount you ordered, the supplier must collect the extra items. The supplier may offer to let you keep these items free of charge, especially if they are of a low value. They may also offer to sell you the extra product, often with the promise of a deferred invoice. You are under no obligation to accept either offer.

If you receive less than the amount you ordered:

1. You may only cancel the balance if you inform the supplier immediately that the remaining quantity is of no use to you due to the delay
2. You may ask the supplier to deliver at your convenience
3. You may reject the part order and cancel the balance informing the supplier that the delivery is in breach of contract as the full quantity is required

✓ **Incorrect goods:** Incorrect goods may classify as faulty goods or wrong.

If the goods match your purchase order and you have just simply bought the wrong item or ordered the incorrect quantity, it will be down to whether the supplier is willing to assist you or not. The supplier has no legal requirement to accept back goods which you have ordered. However they may be willing to do this if you will accept a restocking fee. In situations like this each case is individual and if you are unsure, please contact Procurement Services.

If the goods do not match your purchase order:

1. You may reject the delivery and cancel all future deliveries (assuming this is your first instalment)
2. You may reject the delivery and request a re-delivery within a reasonable amount of time.
3. You may accept the goods

✓ **commissioning and installation**

If the goods or equipment that you wish to purchase require either commissioning and/or Installation a clear timed schedule should be agreed with the supplier prior to a purchase order being sent and certainly issued to the supplier with the order itself. This schedule will then form part of the contractual relationship with your supplier and will ensure that your entire requirement is fulfilled.

✓ **Receiving**

Once the goods have been accepted it is important to receive them against your open purchase order on CUFS. This process ensures that anyone else looking at CUFS can clearly see which stage a purchase order is at.

✓ **Storing deliveries**

Boxes/equipment should not be left where they could be tripped over, knocked down or fall on someone. They should have a designated place, which ensures they are being stored in the most appropriate way. Goods must also be stored in an area which will not affect food or workspace hygiene, i.e. chemicals in a kitchen area.

Learning Outcome: 1.2 Record details of incoming supplies according to the organizational procedures

• **Topic 1: Details of incoming supplies on file record**

✓ **Delivery date:** Due Date; Delivery Date

It refers to the date when, in case of purchasing orders or subcontract orders, the items such as the parts and raw materials are scheduled to be delivered from suppliers, and in case of manufactured items, items to be manufactured such as products and assemblies are scheduled to be completed. Generally speaking, however, the delivery date refers to the date when products or something like that should be delivered to the parent company and the customer.

✓ **Name article:** specific name of goods

✓ **Quantity :** Quantity supplied refers to the amount of the good businesses provide at a specific price

✓ **Quality :** This should include a variety of information about the item to be sourced, such as:

- ❖ Physical description
- ❖ Dimensional measurements
- ❖ Chemical composition
- ❖ Performance specifications
- ❖ Industrial standards
- ❖ Brand name

✓ **Signature :** as Confirmation

- **Topic 2: Types of receiving documents**

Receiving documents contain information about where goods should be delivered.

- ✓ **Requisition form:** A purchase requisition form is an internal document that employees use to request the purchase of a specific item. The employee describes the product and why it is needed. This form is then sent to other individuals and departments within the company for review and approval.

The requisition will identify: Date on which the order/requisition was placed Department to which the stock is to be supplied Stock required by type, brand name, quality and quantity. Every requisition has its own unique number to assist with tracking and identification.

Here is an order form from the Sunrise Café.

 <b>Sunrise Café</b> <b>PURCHASE ORDER No. SC3467</b>		<b>32 Main Road</b> <b>Parkland 8333</b> <b>Phone: 08 987 3456</b>
<b>To: Artikas Bakery</b> <b>340 Side Road, Parkland 8333</b> <b>Tel: 08 987 4589</b> <b>Order to be delivered: 4th January</b>		
Quantity	Unit	Description
10	Loaf	White bread, sliced, fresh home baked
10	Loaf	Wholemeal bread, sliced, fresh home baked
2	Dozen	Croissants, plain, fresh home baked
2	Dozen	Mixed pastries, fruit, fresh home baked
5	Dozen	Rolls, mixed - white, wholemeal, multigrain, fresh home baked
2	Box of 10	Jam tarts, fresh home baked
<b>Delivery instructions</b> <b>Delivery before 7 am. Come to kitchen back door to get receiving staff, entrance in lane behind café.</b> <b>Authorised by: J Brown</b>		
		<b>Date: 3<sup>rd</sup> January</b>



✓ **Registration form:**

<h1 style="text-align: center;">Registration Form</h1> <p style="text-align: center;">Please Print Information Neatly</p>	
Name _____	
Address _____	
City _____	State _____ Zip _____
Phone _____	
E-Mail _____	
<small>Winner need not be present to win</small>	
<small>www.Adm@OneProducts.com</small> <span style="float: right;"><small>Form # RFD1</small></span>	

✓ **Transfer notes/ delivery note:** The supplier sends this with their delivery. It lists all the items in the delivery.

*Insert your  
Company Name  
and Address*

*Insert your  
COMPANY LOGO here*

*(To use your company stationery, delete the header and footer).*

**DELIVERY NOTE**

To :	_____	Your Order Number :	_____
Address :	_____	Date Sent :	_____
	_____	Per Invoice Number :	_____
	_____	Our Contact Person :	_____
Attention :	_____	Telephone :	_____

Quantity Delivered	Description
Goods received in good order	
<div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>Name : _____</div> <div>Signature : _____</div> <div>Date : _____</div> </div>	

## Learning Outcome: 1.3 Check damaged items

- **Topic 1. Effects of damaged items**

- Negative experience.
- Need for replacement in case the customer suggests.
- Sending a replacement shipment to the consumer also means you will be paying twice for supplies. This typically will include a corrugated box or mailer, cushioning and/or void fill, tape, labels, etc
- Unlikely to purchase from the company again after receiving a damaged item

- **Topic 2. Causes of damaged items**

- Poor packaging :**Poor packaging** resulting in product damages and breakages is costing retailers industry-wide
- Expiration date: An **expiration date** or **expiry date** is a previously determined **date** after which something should no longer be used, either by operation of law or by exceeding the anticipated shelf life for perishable goods.
- Transportation channel:**Transport** services for a timely and safe physical movement of goods.

## Learning Outcome: 1.4 Classify records and report inconsistency

- **Topic 1: Importance of records classification**

While the value of certain information can be a subjective matter and differs depending on the goals for seeking the particular information, **records classification** helps narrow down places where reliable information may reside. Subsequently, it aids search ability.

- **Topic 2: Tips to improve classification accuracy**

- ✓ Simplify your file plan scheme: Easy to implement, use and understand
- ✓ Use easily recognize codes: disambiguation
- ✓ Create cheat sheet/ format for users: a short list of information that you can use to help you do or remember something.
- ✓ Consider an intuitive solution: easy to understand or operate without explicit instruction

- **Topic 3: Types of reporting inconsistency (discrepancy)**

- ✓ **Excess supplies:** a situation in which the quantity of a good or service supplied is more than the quantity demanded, and the price is above the equilibrium level determined by *supply* and demand.
- ✓ **Damaged supplies:** Items that were expected to be in good (if not brand new) condition, but were discovered eventually that they weren't.

- ✓ **Insufficient supplies:** supplies which are not sufficient

## Learning Unit 2: Rotate and Maintain Kitchen Section Supplies

### L.O: 2.1 check the quality and quantity of supplies to report findings

- **Topic1: Practices to ensure food safety and quality of food**

- **Put perishable goods in cold (or frozen) storage immediately**

Perishable food can go bad quickly if left at room temperature. Perishable food includes:

- fresh fruit and vegetables
- fresh meat and fish
- dairy products e.g. milk, yoghurt and cream
- Freshly cooked food.

Perishable food should be stored in the refrigerator between 0°C and 5°C. Some fresh fruit and vegetables can be stored in a coolroom rather than a refrigerator.

The most perishable foods are fresh, moist and have high protein. They include meat and fish. Even when stored in a fridge, these only last between two and four days.

Under the Food Safety Code, food businesses must have an accurate (correct) thermometer to measure the temperature of high risk foods. **Frozen food** Must remain frozen, not be partly thawed. It should be at –15°C or lower when it is delivered. It should be checked and stored first so that it stays frozen.

- Feel it – it should feel hard, not slightly thawing (melting).
- Check that there are no juices or drips around the food.
- Put the thermometer between frozen goods – don't stick it into them.
- Check for 'freezer burn'. This shows as a change in colour. The food has not been correctly packaged and has dried out.

#### **Optimal store temperature**

TYPES OF FOODS	STORAGE TEMPERATURE
Frozen foods	Minus 18° C (freezer)
Meat/poultry/seafood	1° – 3°C (cool room)
Dairy	4° – 6° C (cool room)
Fruits and vegetables	4° – 6° C (cool room)
Chemicals	10°-16°C well ventilated

**Examples of frozen food:** Fish and shellfish, meat and poultry.

- **Unpack fruit and vegetables from cardboard containers and place in clean containers**

➤ **Keep the delivery area clean and free from pests:** Keeping storage areas clean includes the following practices:

- Removing waste. This means physically removing empty boxes, cartons, crates and dividers from which stock has been taken
- Packaging and wrapping materials – used to protect and wrap items unloaded on to shelves and/or into containers.

See also „Recycling suitable materials“ below

- Cleaning the area in line with venue requirements such as in accordance with the cleaning schedule for the area. This may include:
  - Sweeping
  - Mopping
  - Using a pressure washer
- Identifying and removing unsafe, unusable or unsaleable items from the storage areas such as:
  - Damaged items
  - Food that has exceeded its use-by date
  - Food contaminated by vermin

Attention must always be paid to identifying any items that can be returned to suppliers for credit

- Applying environmentally friendly practices to waste materials where appropriate. This may include:
  - Re-using materials elsewhere within the organisation:

– An item unsuitable for the Five Star dining kitchen may be suitable for a less expensive, fast food outlet

– Damaged linen unsuitable for guest rooms may be suitable for use in the kitchen as cleaning cloths

- Recycling suitable materials. Current waste management practices include the sorting of waste into the following categories in order to facilitate recycling:

– Paper, including cardboard and newspapers

– Plastic, including soft drink, milk, juice and cordial bottles

– Glass, including bottles (clear, green and amber), jars and clear sauce bottles

– Steel cans, including food cans and aerosol cans

– Aluminium cans, including aluminium foil

– Milk and fruit juice cartons.

- **Topic 2: Quality points of good supplies**

- ✓ **Durability: durable goods** or consumer durables, is a category of consumer **goods** that do not wear out quickly, and therefore do not have to be purchased frequently. They are known as "**durable goods**" because they tend to last for at least three years.
- ✓ **Profitability:** it is about how much a company can mark up sales above COGS. Operating margin is the percentage of sales left after covering additional operating expenses.
- ✓ **Easy use:** user friendly tools
- ✓ **Fitness:** the condition of being fit depend on how your desired

- **Topic3. Purpose and importance of checking quality and quantity of supplies**

Checking the quality of fresh food is important. Its hep keeping track of all **items** coming into the warehouse ensures that the right **products** are received and promptly stored in an appropriate place

Checking the quality of fresh food is important. Here are some of the things to look for.

Here are examples of how you can check the quality of food

***Meat poultry and seafood***

<b>Beef</b>	A bright red colour Firm to touch Creamy/white fat Does not smell strongly or feel slimy
<b>Lamb</b>	Rose pink flesh Creamy/white and waxy fat
<b>Pork</b>	Light pink flesh Creamy/white and soft fat
<b>Poultry</b> (includes chicken and turkey)	Should not: <ul style="list-style-type: none"><li>▪ smell strongly</li><li>▪ feel sticky</li><li>▪ have any bruises or dark colours on the skin.</li></ul>
<b>Fish</b>	Should have: <ul style="list-style-type: none"><li>▪ round, bright, shiny eyes</li><li>▪ firm and springy flesh if you touch it</li><li>▪ bright red gills</li><li>▪ shiny skin and scales</li><li>▪ a fresh sea smell.</li></ul>
<b>Other seafood</b> (includes things like prawns, oysters and crayfish)	<ul style="list-style-type: none"><li>▪ Should not have much smell, just a fresh seaweed smell.</li><li>▪ Shellfish such as mussels and clams should be closed when delivered.</li><li>▪ If there is a lot of water around fish or seafood, it might have been frozen then thawed.</li></ul>

## Dairy food

Check the use-by date on milk, cream, yoghurt and other dairy food.

## Fruit, vegetables and herbs

- They should be firm and bright in colour, with no wilting.
- Skin should not be broken or bruised.
- They should smell fresh.
- Potatoes must not have any green skin or sprouting.

## Learning Outcome: 2.2 Dispose safely spoiled supplies and waste to minimise negative environment impacts

### • **Topic 1: Cause of supplies to spoil**

- ✓ **Incorrect storage:** substances being *stored* in an *inappropriate* state, condition and/or place, without adequate warning of the hazards and potential for unwanted chemical reactions.
- ✓ **Poor handling practice:** many of the *poor food handling practices* that allow for bacterial growth and cross contamination will also be the same *practices*
- ✓ **Poor handling tools:** un safe handling tools

### • **Topic 2: Handling techniques of supplies to minimize spoilage supplies and waste**

## Cleaning:

- ✓ Making sure nothing is stored on the floor.
- ✓ Clean up any spills promptly.
- ✓ Sweep and clean floor after each delivery.
- ✓ Keep shelves tidy and orderly so supplies are easily located.
- ✓ Make sure nothing blocks exits or walkways.
- ✓ Remove trip hazards e.g. clear up empty boxes and packing material after a delivery and put in recycling bins.

**Labelling:** Label and date the food so you know what to use first

**Packaging:** A lack of temperature control is one of the biggest reasons so much food goes to waste across the globe. While companies have been investing in temperature-controlled packaging as a way of making sure produce and other refrigerated items don't spoil in transit, there's always a chance that the delivery truck could get stuck in traffic or the delivery person could leave the door open just a little too long. When the truck eventually arrives at its destination, much of the temperature-sensitive food has already gone to waste. But with what's known as smart packaging, every temperature-sensitive item or reusable crate will come with a smart thermostat that can communicate the temperature of the product in real time.

### • **Topic 3. Tips to dispose spoiled supplies and waste**

When you are rotating stock and checking stock levels, you may find spoilt food, food that is out of date, food in damaged containers and hazardous substances. These unwanted goods must be disposed of in a way that does least harm to the environment.

The Food Safety Code requires workplaces to keep food that is to be disposed of separate from other food.

It must be labelled until it can be:

- destroyed or disposed of so it can't be eaten by humans
- returned to the supplier
- Further processed to make sure it is safe to eat e.g. immediately cooking food that has thawed.



### **Topic 4. Rules for handling garbage**

1. Remove food scraps from the workplace daily – or more frequently if required.
2. Arrange regular garbage collection. Most food businesses require garbage collection at least twice a week.
3. Do not allow garbage containers to overflow. Move overflowing waste to other containers.
4. Regularly hose down and clean garbage containers.
5. Always use a garbage liner for garbage containers. This is a good way to ensure that the garbage container is kept as clean as possible and that harmful bacteria do not have time to grow on the inside of the unit itself.
6. Keep lids tightly closed on all garbage containers when in use.
7. Use special containers to dispose of dangerous items like broken glass. Talk to your supervisor or manager if you are unsure of how to dispose of dangerous items.
8. Never use garbage containers to transfer food or ice.
9. In warm climates – refrigerate food scraps to prevent bacteria growing to harmful levels quickly – but always use a separate refrigerator to one that contains food intended for human consumption.
10. Finally, always wash your hands after handling garbage and garbage containers – no exceptions!

## Learning Outcome 2.3 Clean and rotate supplies in storage areas for maximum use and minimum wastage

### • **Topic 1. Techniques of minimizing wastage**

**Resources optimization:** In order to reduce the quantity of waste that is produced by individuals or organizations calls for the optimization of raw materials used in production. For instance, a dressmaker will do well to arrange the pieces of pattern in a certain way along the length of the fabric to use a small portion of the fabric.

**Improve quality control and process monitoring:** Measures can be put in place to control the number of rejects and ensure it is at a minimum. This may be achieved through increased frequency of inspection as well as increasing the number of inspection points. For instance, the installation of a continuous monitoring device that is automated will help in identifying production problems before they get to an advanced stage.

**Waste exchange:** Here, the waste products from one process are used as raw materials for other processes. Exchange of waste is another means of minimizing waste disposal volumes, especially for waste that may not be eliminated.

**Ship to point of use:** Here, raw materials as well as other components, are directly delivered at the point of assembly or manufacturing plant ostensibly to minimize handling and use of enclosures and protective wrappings.

**Zero waste:** This systems approach is designed to eliminate waste from the source as well as at every point of the supply chain to ensure that no waste is produced. This design philosophy places emphasis on waste prevention and not waste management at the end of the production line.

**Reuse and recycle waste:** Using leftover resources or those resources that have reached the end of their life minimizes the need for new materials as well as lowers the volume that ends up in landfills. Thus, it is advisable to use materials that are recyclable as this creates a market for the resources that are recycled while also raising the price that recyclers pay for resources that are recovered even as the recycling viability increases.

### • **Topic 2: Cleaning guidelines of storage area**

The general requirements commonly applied industry-wide in order to maintain a stock area are:

- Keeping the stores area clean and tidy at all times by:
  - Cleaning up spills as they occur
  - Implementing cleaning schedules for the area
  - Removing wrapping, packaging and waste
  - Cleaning and tidying as part of other store room activities as opposed to making „cleaning and tidying“ a separate task



- Storing all stock as soon as possible after delivery to:
  - Guard against theft
  - Remove potential tripping hazards
  - Keep the area clear for future deliveries
  - Refrigerate items requiring refrigeration
  - Protect against damage that can occur to items left lying around in the delivery area caused by other deliveries being made or general staff traffic in the immediate area
- Keeping stores area well-lit and ventilated to deter pests and allow for easy identification of stock items and problem issues
- Keeping shelves, benches, pallets, bins and other storage containers in good order and inspecting the area/fixtures and fittings on a regular basis for signs of damage or deterioration or other problems such as stability, security and pest infestation
- Maintaining all equipment and storage areas in accordance with the relevant occupational health and safety requirements and (for beverage storage and food-related items such as single-use items and food packaging) the requirements of food safety protocols for the property
- Conducting preventative maintenance checks on floors, walls, lighting, storage areas and containers and fixtures within the stores areas
- Checking the temperature of refrigerated and frozen food storage areas
- Initiating preventative maintenance servicing for plant and equipment in the stores area as opposed to waiting until items break down before servicing them
- Restricting access to the stores area as required by the organisation. This can involve prohibiting staff access to the stores areas, or limiting access to nominated staff only at designated times
- Closing and locking doors to stores areas when the area is not attended. Further security actions may include activation of alarms, maintenance and operation of closed circuit television
- Developing and implementing a proper cleaning schedule for the stores areas including ensuring supplies of all necessary chemicals and equipment exist to get the job done.
- Closing and locking doors to stores areas when the area is not attended. Further security actions may include activation of alarms, maintenance and operation of closed circuit television
- Developing and implementing a proper cleaning schedule for the stores areas including ensuring supplies of all necessary chemicals and equipment exist to get the job done.

- **Topic3: Benefits of maximizing use and minimizing wastage**

The precise way in which stock areas are maintained will vary between premises, and between individual storage areas within the same building, but the general aims will remain essentially the same.

Essentially you will be required to make sure that all the storage areas for which you have responsibility are:

- ✓ Clean
- ✓ At the required temperature
- ✓ Free from vermin and pest infestation
- ✓ Free from defects.

What are the requirements that apply to maintaining storage areas?

Your FSP is likely to have sections that set out requirements in relation to:

- ✓ Cleaning and sanitising
- ✓ Equipment maintenance
- ✓ Pest control.

All these protocols must be complied with as they apply to your premises. The general requirements that are commonly applied industry-wide in order to maintain a stock area are:

- ✓ Keeping the stores area clean and tidy at all times this:
  - ✓ Helps prevent contamination and cross contamination
  - ✓ Lowers the potential for deterioration of items
  - ✓ Provides for easy identification and access of products
  - ✓ Facilitates stocktaking activities
  - ✓ Reduces tripping and other hazards
- ✓ Storing all stock as soon as possible after delivery to:
  - ✓ Guard against theft
  - ✓ Remove potential tripping hazards
  - ✓ Keep the area clear for future deliveries
  - ✓ Refrigerate items that require refrigeration, get frozen goods into a freezer quickly
  - ✓ Protect against damage that can occur to items left lying around in the delivery area – caused by other deliveries being made, general staff traffic etc.

## Learning Outcome 2.4 Control supplies according to the accuracy required

### • **Topic 1. Control considerations of supplies**

**Store arrangement:** **Store layout** is the **design** of a **store's** floor space and the placement of items within that **store**.

**Cleanliness of storage area:** Keep storage areas clean. This means sweeping the floor, removing cobwebs and dust, and collecting and removing any grain spills. Clean storage rooms after they are emptied and this may include spraying walls, crevices and wooden pallets with an insecticide before using them again

**Storage containers:** A food storage container is used to hold food at room temperature, in the refrigerator, or in the freezer. There are several options available for storing food in any of these manners. Before selecting the type of container to use, several factors must be taken into consideration. Consider the type of storage (room temperature, refrigerated, or frozen), the food being stored, length of storage, and storage space. The container can be a plastic bag, plastic container, or glass container.

**Storage duration:** Storage duration determines how long storage for an object exists. An object has either static storage duration or automatic storage duration depending on its declaration.

**Storage temperature:**

#### **1. Frozen food**

Frozen food must be kept between  $-15^{\circ}\text{C}$  and  $-18^{\circ}\text{C}$  so it stays frozen until ready to use. If frozen food starts to thaw, germs can grow in it and make the food unsafe to eat.

It must be moved from a refrigerated truck directly into a freezer.

#### **2. Perishable food**

Perishable food can go bad quickly if left at room temperature. Perishable food includes:

- fresh fruit and vegetables
- fresh meat and fish
- dairy products e.g. milk, yoghurt and cream
- Freshly cooked food.

Perishable food should be stored in the refrigerator between  $0^{\circ}\text{C}$  and  $5^{\circ}\text{C}$ . Some fresh fruit and vegetables can be stored in a coolroom rather than a refrigerator. The most perishable foods are fresh, moist and have high protein. They include meat and fish. Even when stored in a fridge, these only last between two and four days.

#### **3. Semi-perishable food**

Semi-perishable food can go bad within a few days at room temperature. These foods should be stored in a coolroom at a low temperature and can usually last for a week or longer, depending on the type of food.

Semi-perishable food includes:

- eggs
- cheese
- unsliced small goods e.g. salami
- fruit and vegetables
- nuts
- butter
- Cooking oil.

#### **4. Non-perishable food**

Non-perishable food does not go bad quickly, even if kept at room temperature. These foods are also called dry goods. They include things like:

- flour
- sugar
- uncooked rice
- dried beans
- uncooked pasta
- bottled and tinned food
- Dried food.

#### **5. Non-food supplies**

A lot of non-food supplies are also used in hospitality workplaces.

Most non-food supplies can be stored in a dry storage area, stored separately to food. They should be on shelves and labelled appropriately.

Cleaning materials and other chemicals must be stored in a separate place away from food.

**Quality and quantity of supplies in store:** *Quality over quantity, the reason that it's so hard to emphasize quality over quantity is simple – businesses are established to make money as quickly as possible and at the highest possible margins. It demands to focus on:*

- Sourcing
- Demand
- Cost

#### **• Topic2. Purpose control of supplies**

The main goals of supply management are cost control, the efficient allocation of resources, risk management, and the effective gathering of information for business decisions.

## Learning Unit 3: Store Section Supplies

### Learning Outcome 3.1: Deliver and store kitchen section supplies

**Topic1. Tools of delivering kitchen section supplies** **Containers:** an object for holding or transporting some supplies.

**Trolleys :** a large metal basket or frame on wheels, used for transporting heavy or large items

**Wrappers:** a piece of paper, plastic, or foil covering and protecting something sold or for sale.

**Facilities :**any person or facility used for the delivery of Deliverables (excluding Transferors and Transferees)

- **Topic 2. Principles of safe storage**

**Temperature control for perishable food items:** Chilling food does not kill bacteria, but it does stop them from growing to harmful levels. Because of this, it is a legal requirement that perishable foods should be kept refrigerated at 8°C or below. Frozen food should ideally be kept at a temperature at or below -18°C.

**Time control:**Time as a Food Safety Control

After four hours in the danger zone, most TCS (time/temperature control for safety) foods will contain enough bacteria to cause a risk for foodborne illness. Therefore, hot/cold ready-to-eat foods that are not temperature controlled should be consumed or reheated/chilled within 4 hours. After that, they should be discarded.

**Prevention of cross- contamination:** To prevent cross-contamination, Wash hands with soap and hot water before and after handling food, and after using the bathroom, changing diapers; or handling pets. Use hot, soapy water and paper towels or clean clothes to wipe up kitchen surfaces or spills. Wash cloths often in the hot cycle of your washing machine.

**When shopping:**

- Separate raw meat, poultry, and seafood from other foods in your grocery-shopping cart.
- Place these foods in plastic bags to prevent their juices from dripping onto other foods.
- It is also best to separate these foods from other foods at check out and in your grocery bags.

**When refrigerating food:**

- Place raw meat, poultry, and seafood in containers or sealed plastic bags to prevent their juices from dripping onto other foods. Raw juices often contain harmful bacteria.
- Store eggs in their original carton and refrigerate as soon as possible.

## **When preparing food:**

### ***Keep it clean:***

- Wash hands and surfaces often. Harmful bacteria can spread throughout the kitchen and get onto cutting boards, utensils, and counter tops. To prevent this:
- Wash hands with soap and hot water before and after handling food, and after using the bathroom, changing diapers; or handling pets.
- Use hot, soapy water and paper towels or clean clothes to wipe up kitchen surfaces or spills. Wash cloths often in the hot cycle of your washing machine.
- Wash cutting boards, dishes, and counter tops with hot, soapy water after preparing each food item and before you go on to the next item.

### ***Cutting boards:***

- Always use a clean cutting board.
- If possible, use one cutting board for fresh produce and a separate one for raw meat, poultry, and seafood.
- Once cutting boards become excessively worn or develop hard-to-clean grooves, you should replace them.

### ***Marinating food:***

- Always marinate food in the refrigerator, not on the counter.
- Sauce that is used to marinate raw meat, poultry, or seafood should not be used on cooked foods, unless it is boiled just before using.

### ***Fruits and vegetables:***

- Rinse fresh fruits and vegetables in running tap water to remove visible dirt and grime.
- Remove and discard the outermost leaves of a head of lettuce or cabbage.
- Because bacteria can grow well on the cut surface of fruit or vegetables, be careful not to contaminate these foods while slicing them up on the cutting board, and avoid leaving cut produce at room temperature for many hours.

## **Learning Outcome 3.2: Identify risks for using unsafe manual handling techniques of Kitchen supplies**

- **Topic 1. Unsafe manual handling techniques**

Common injuries from lifting and carrying heavy things or twisting your body while carrying something.

You might:

- ✓ strain your back, neck, shoulders or arms
- ✓ tear your muscles or tendons

- ✓ lose your balance and fall over
- ✓ slip or trip over something
- ✓ drop something on your foot or on someone else
- ✓ Cut your hands on containers.

### **Manual handling**

When handling or moving stock it is vital appropriate OHS skills are applied –these relate to manual handling activities including:

- Lifting of stock, cartons, boxes
- Carrying items from storage areas to trolleys, moving stock from place to place
- Pulling boxes and cartons forward in storage areas
- Pushing trolleys.

### **Safe working practices**

When handling and moving stock:

- Ensure there is no overloading of trolleys or transportation equipment
- If you elect to physically pick up and carry light items you are strongly cautioned:
  - ✓ Not to overload yourself. Make two trips rather than trying to carry or move everything at once
  - ✓ Not to carry any item that is slippery or has an uneven surface. Use a trolley instead
  - ✓ Not to carry an object of an irregular and difficult shape
  - ✓ Not to carry any item obscuring or obstructing your view of where you are walking
  - ✓ Not to carry any item causes you to overstretch, or which places a strain on any part of your body
- Determine the characteristics of the package/item before attempting a carry or lift. Every carry or lift must be judged on its individual attributes
- Ensure route to be travelled is free of obstructions or risks. This can mean walking the route first, checking it out and addressing any hazards such as picking up and removing obstacles, drying areas that are wet, making sure the route is not too long, or identifying „rests“ along the way where items can be placed down if there is a need to do so
- Use designated internal transportation equipment and systems to move stock. For example, your workplace may require:
  - ✓ A keg mover to be used when moving barrels of beer
  - ✓ A flatbed trolley to be used when moving linen and drums of chemicals
  - ✓ A gas bottle trolley to be used when moving cylinders of gas

- ✓ Use of a conveyor roller when moving cartons from delivery bay to central store
- ✓ A stair climbing trolley to be used when moving stock up more than one step
- ✓ A pneumatic wheel trolley to be used when moving bottles and glass items
- Ensure compliance with all local manual handling requirements imposed by law
- Apply correct lifting techniques:
  - ✓ Bend the knees
  - ✓ Keep the back straight
  - ✓ Lift with the legs, not the back
- Avoid stretching or straining when handling or moving stock. This is a common cause of back and muscular pain and injury
- Observe appropriate weight/load sizes. Even if there is no legislated „maximum weight limit“ for lifting or manual handling the following guidelines are recommended:
  - ✓ Individuals should not handle weights over 4.5 kg when seated
  - ✓ Individuals should not lift weights over 16 kg
  - ✓ A team lift or a mechanical aid should be used for anything over 55 k
- Avoid any action or activity that is repetitive in nature as it gives rise to potentially injurious repetitive strain injuries
- Wear protective clothing as appropriate for the item and/or situation. This may mean wearing:
  - ✓ Thermal clothing –cold suits when working in a freezer or cool room
  - ✓ Gloves or gauntlets to protect hands and forearms
  - ✓ Protective/steel-capped boots
  - ✓ Protective aprons.

### **Tips on safely using trolleys**

When using trolleys to move stock:

- Never overload a trolley. Make two trips rather than an overloaded single trip; obtain a bigger trolley
- Place heaviest items on the bottom of the trolley. This helps avoid the trolley overturning and reduces the risk of the item falling off the trolley
- Always push the trolley. This means you will be walking forward so you can see where you are going: Never pull the trolley
- Never use a damaged trolley such as a trolley with a jammed wheel, or one with shelves with jagged edges
- Select the right trolley for the job. Different trolleys are suited to different tasks so ensure the best option is used.



- **Topic 2: Risk factors of unsafe manual handling techniques**

**Weight of an object:** this is the force acting on the object due to gravity.

**Layout of the workplace:** Layout or organization of the work area which allows materials to be handled without excessive bending, twisting and stretching reduces injuries. Have all materials at work level. Use adjustable elements at the workplace.

**Location of an object:** the location of that place or object. Often you describe where something is by comparing its position with where you currently are.

**Duration and frequency:** Frequency is the number of occurrences of a repeating event per unit of time. The period is the duration of time of one cycle in a repeating event, so the period is the reciprocal of the frequency.

**Condition of an object:** what is made conditional: the right or obligation that comes to life or ceases to exist when the condition is satisfied (or fails to be satisfied)

**Awkward loads (uncomfortable package of goods):** causing difficulty; hard to do or deal with.

- **Topic 3: Tips of reducing or eliminating risks**

It is better to *reduce* (cut down) or *eliminate* (get rid of) the risk of an injury by changing things to make the task safer. You can:

**Change the task:** Does this task need to be done this way? Can we think of other ways to do it that reduce the risk of injury?

**Change the object:** change something different from what it is or from what it would be if left alone

**Change the workspace:** Are benches and shelves at the right height to reduce bending or stretching? Can ramp, walkways, doorways or lighting be improved?

**Change the nature of the work:** the type of work that he does. This can refer to the basic daily tasks carried out as part of a job and can refer to other non-routine tasks that may be required

**Offer proper training:** Wear correct PPE, Perform lifting and carrying tasks according to your workplace training and procedures.

**Use mechanical aids:** Use trolleys or forklifts. Mechanical aids such as forklifts and trolleys can save your back. Forklift trucks can only be driven by people with a forklift licence. Be careful around forklift trucks. Don't walk in front of them or under the load. Here are some guidelines for using a trolley safely.

- Don't overload the trolley. Make two trips rather than overload a single trip.
- Put the heaviest items on the bottom. This will help stop the trolley turning over and it means heavy things won't fall off onto someone's foot.
- Always push the trolley, don't pull it. Walking forward places less strain on your body and you can see where you are going.
- Never use a damaged trolley e.g. if the wheels don't go straight.

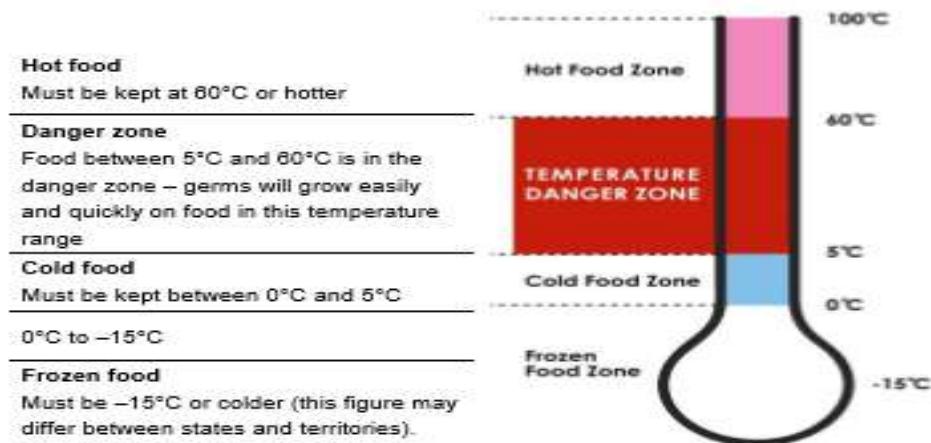
## Learning Outcome 3.3. Follow rules of safe products storage and determine temperature location of kitchen section

### • **Topic 1: The 2 hour/4 hour rules**

The 2-hour/4-hour rule is a good way to make sure potentially hazardous food is safe even if it's been out of refrigeration. The rule has been scientifically checked and is based on how quickly microorganisms grow in food at temperatures between 5°C and 60°C.

### • **Topic 2: Rules of food safety storage**

#### **Beware of temperature danger zone**



- ✓ Take special care with high-risk foods
- ✓ Storing food in the fridge at 5°C or below
- ✓ Freezing food safely
- ✓ Storing cooked safely
- ✓ Avoid refreezing thawed food
- ✓ Store raw food separately from cooked food
- ✓ Choose strong, non-toxic food storage containers

### • **Topic 3: Safe products storage procedures**

**Packaging products:** the wrapping material around a consumer item that serves to contain, identify, describe, protect, display, promote and otherwise make the product marketable and keep it clean.

**Wrapping products:** wrapping products looks more than just product's pretty face.

While wrapping product, start with a cushioned base by lining the bottom of the box with bubble wrap or packing peanuts. Wrap each fragile item individually with bubble wrap, packing paper, newspaper or towels.

**Labelling products:** Many frozen, perishable and semi-perishable supplies are already labelled with the delivery date and use-by date. But not all goods are labelled, so your workplace will have a labelling system. For example, with a large fresh meat delivery, the meat may be divided into smaller portions to be refrigerated or frozen, so you will need to label it.

### Labels may contain:

- Name of product and a description e.g. what is contained in cooked items
- Date of delivery
- Use-by date
- Directions to staff, such as 'Old bananas – save for cake' or 'this is for the party on Saturday'
- Labels should not come into direct contact with the goods

### Products arrangement in the store

Frozen food Frozen food goes into the freezer

You should:

- ✓ pack loosely to allow for air to circulate
- ✓ double wrap to prevent freezer burn
- ✓ Label and date food.



**Perishable and semi-perishable foods go into the fridge or cool room.** You should:

- ✓ Cover the food so it does not spoil and to prevent the transfer of smells
- ✓ Label and date the food so you know what to use first
- ✓ Keep food away from the cool room floor and walls to allow air to circulate
- ✓ Never store raw and cooked meat on the same tray
- ✓ Store different types of meat separately
- ✓ Store raw meat on bottom shelves and cooked meat on upper shelves to prevent the risk of cross-contamination by blood and juices dripping
- ✓ Place meat and poultry in single layers on trays with the fat side up; cover the trays
- ✓ Store fish in the coolest part of the cool room.

### Non-perishable food

Non-perishable food goes into the dry goods store.

- ✓ Store goods in their correct place in the storeroom so they can be found easily.
- ✓ Put commonly used items where they are easy to reach.

- ✓ Some bulk goods might have to be put into bulk bins e.g. flour, sugar and rice. Don't add new food on top of the old food. They must be cleaned before re-filling. Bins should be airtight with tight fitting lids.
- ✓ Don't store things on the floor. This reduces the risk of pests, makes it easier to sweep and allows air to circulate.
- ✓ Put heavier items on the middle shelves to reduce strain on backs.
- ✓ Don't stack things on top of each other or things can fall off.
- ✓ Don't reach up above your head to put something on a high shelf. Use steps instead.

### **Non-food**

Sometimes non-food items are stored in the dry goods store e.g. disposable items such as plastic knives and forks, single use chopsticks, takeaway containers, paper serviettes, foil and plastic wrap, and drinking straws. Make sure they are in a different section to non-perishable food and labelled so they are easy to find.

### **Chemicals**

Chemicals must never be stored in the same place as food. They must be kept secure at all times.

Each workplace will have its own procedures and training for safe chemical handling. Always wear correct PPE and follow your workplace procedures

## Key words

Word	Meaning
<i>authorise</i>	Approved or allowed to do something
<i>bar code</i>	A black and white striped sticker on a product. It tells the product, number and location when it is read by a laser scanner
<i>contamination (of food)</i>	When there is something in food that should not be there, which could make someone sick or injure them
<i>cross-contamination</i>	When germs from food, on food surfaces, hands or equipment, pass to other food
<i>defect</i>	A fault, something that is wrong
<i>delivery docket</i>	A list and description of goods delivered
<i>documentation</i>	Forms and other papers
<i>electronically</i>	Not done by hand, usually by computer
<i>excess</i>	More than the business needs
<i>FIFO</i>	First In, First Out. This process makes sure old supplies are used before new supplies.
<i>goods</i>	Supplies or stock
<i>hygiene</i>	Being clean
<i>invoice</i>	The bill to be paid for the goods delivered
<i>order form</i>	List of things ordered or sent to the supplier; also called a purchase order
<i>perishable</i>	Can go bad quickly
<i>pests</i>	Unwanted creatures in food premises e.g. mice, flies, ants and cockroaches
<i>PPE</i>	Personal protective equipment or safety equipment and clothing e.g. gloves, aprons and non-slip shoes

Word	Meaning
<i>premises</i>	A place of business such as a restaurant or hotel
<i>procedures</i>	A list of steps telling you how to do a work task
<i>recycling</i>	Using something again, usually after processing e.g. bottles and paper
<i>rotate</i>	Move things around or turn around
<i>specifications</i>	Details given to a supplier about the type, quality and characteristics of the goods ordered
<i>specify</i>	Say exactly what
<i>smallgoods</i>	Cured meats e.g. ham, bacon and salami
<i>stock</i>	Supplies or goods
<i>suppliers</i>	Businesses that sell goods, such as food or equipment, to a hospitality business
<i>supplies</i>	Any goods that are used in the workplace, including food, cooking equipment, linen and cleaning materials
<i>unsafe (food)</i>	Food that can cause harm if it is eaten
<i>waste</i>	Something that is thrown away because it is not needed or can't be used

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