



Receive and store stock

D2.TGA.CL6.11

Trainee Manual



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Trainee Manual



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Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Receive and store stock

This unit deals with the skills and knowledge required to Receive and store stock in a range of settings within the hotel and travel industries workplace context.

Unit Code:

D2.TGA.CL6.11

Nominal Hours:

15 hours

Element 1: Accept delivery of stock

Performance Criteria

- 1.1 Check internal systems to identify incoming stock
- 1.2 Prepare the area to receive stock
- 1.3 Verify delivery is for the premises
- 1.4 Check incoming stock against relevant documentation
- 1.5 Check stock received against stock ordered
- 1.6 Identify variations between delivery and documentation
- 1.7 Return stock identified for return to supplier
- 1.8 Follow-up on variations between delivery and relevant documentation
- 1.9 Manage excess stock within the organisation
- 1.10 Secure new stock against damage and/or theft

Element 2: Store stock

Performance Criteria

- 2.1 Move stock to the required operational area
- 2.2 Apply appropriate occupational health and safety skills
- 2.3 Unpack stock items, as required
- 2.4 Load stock into storage units
- 2.5 Remove waste from the storage areas
- 2.6 Label stock to identify items

Element 3: Maintain stock and storage areas

Performance Criteria

- 3.1 Rotate stock aligning with enterprise and stock item requirements
- 3.2 Inspect stock and storage areas
- 3.3 Take remedial action where stock related issues are identified
- 3.4 Clean and tidy storage areas
- 3.5 Identify stock usage rates

Element 4: Finalise documentation and stock management system requirements

Performance Criteria

- 4.1 Check and verify stock related documentation
- 4.2 Enter data into stock systems to update stock levels
- 4.3 Authorise supplier documentation for processing and payment

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

		Work Projects	Written Questions	Oral Questions
Element 1: Accept delivery of stock				
1.1	Check internal systems to identify incoming stock	1.1	1	1
1.2	Prepare the area to receive stock	1.1	2	2
1.3	Verify delivery is for the premises	1.1	3	3
1.4	Check incoming stock against relevant documentation	1.1	4, 5, 6	4
1.5	Check stock received against stock ordered	1.1	7, 8	5
1.6	Identify variations between delivery and documentation	1.1	9	6
1.7	Return stock identified for return to supplier	1.1	10	7
1.8	Follow-up on variations between delivery and relevant documentation	1.1	11	8
1.9	Manage excess stock within the organisation	1.2	12	9
1.10	Secure new stock against damage and/or theft	1.1	13, 14	10
Element 2: Store stock				
2.1	Move stock to the required operational area	2.1	15, 16	11
2.2	Apply appropriate occupational health and safety skills	2.1	17	12
2.3	Unpack stock items, as required	2.1	18	13
2.4	Load stock into storage units	2.1	19, 20, 21	14
2.5	Remove waste from the storage areas	2.1	22	15
2.6	Label stock to identify items	2.1	23	16

		Work Projects	Written Questions	Oral Questions
Element 3: Maintain stock and storage areas				
3.1	Rotate stock aligning with enterprise and stock item requirements	3.1	24, 25, 26	17
3.2	Inspect stock and storage areas	3.2	27	18
3.3	Take remedial action where stock related issues are identified	3.3	28	19
3.4	Clean and tidy storage areas	3.2	29	20
3.5	Identify stock usage rates	3.4	30	21
Element 4: Finalise documentation and stock management system requirements				
4.1	Check and verify stock related documentation	4.1	31	22
4.2	Enter data into stock systems to update stock levels	4.1	32, 33	23
4.3	Authorise supplier documentation for processing and payment	4.1	34	24

Glossary

Term	Explanation
C.O.D.	Cash On Delivery – cash must be paid before the goods are off-loaded from the delivery truck into the premises
Cleaning schedule	Document outlining cleaning requirements for an area stating what should be cleaned, when it should be cleaned and how to clean it
Credit note	A red-coloured document from the supplier listing faulty or returned items to be credited to the venue's account/statement
Data field	One aspect of an electronic file in a computerised stock control/management system containing details, information, data about the stock item. The file can be 'populated' when the file is originally created and 'updated' when the need arises
Delivery docket	Document accompanying a delivery listing items delivered and quantity but not price
Delivery docket/invoice	A document combining the features of a delivery docket with the information found on an invoice
FIFO	A stock rotation method commonly used for food and other items – First In, First Out
Inventory	The stock-on-hand in the stores area, a department and/or the property/venue
Invoice	Document accompanying a delivery listing items delivered, quantity, all costs and total price
Invoice Statement	A document combining the invoice with the statement
OHS	OHS refers to 'Occupational Health and Safety'. In some countries the term OSH 'Occupational Safety and Health' is used. The concept is identical and relates to workplace health and safety policies, procedures and practices
Online ordering	Ordering stock using the internet
'Outstanding'	The word written on delivery documentation to indicate certain items listed on the document have not been supplied as indicated
PR	Public relations
Purchasing Officer	Internal person who orders stock, sources suppliers, obtains best prices and quality

Term	Explanation
Purchase order	A document prepared by the business to order stock from suppliers and provide a record of the order
Purchase Specifications	A document specifying the requirements for products ordered by the venue from a supplier
Requisition form	An internal document completed by a department requesting stock (by name and quantity) from the stores area
SOP	Standard Operating Procedure – the house procedure for completing a task/activity
Standing order	A predetermined level of a certain item/items delivered every day, week, month (or other time frame) without an order having to be put in
Statement	Regular account from a supplier showing transactions on an invoice-by-invoice basis for the previous period and the total amount owed by the property
Ullages	An item to be returned to a supplier because of some fault or problem with the item

Element 1: Accept delivery of stock

1.1 Check internal systems to identify incoming stock



This unit describes a fundamental administrative function for the tourism and hospitality industries and applies to the full range of industry sectors and environments.

Stock control systems might be manual, but increasingly stock control is computerised.

This unit covers any type of stock, other than food items.

The receipt and storage of stock is undertaken by frontline operational personnel who work under close supervision and guidance from others.

They would be required to apply little discretion and judgment because they operate using predefined organisational procedures.

They would report any stock-related discrepancies for the action of a higher level staff member.

Introduction

The first step in receiving and storing stock is to identify the stock expected to be delivered to the business for the day/shift so you can prepare for these deliveries and you know what to expect.

This section identifies the variety of ways in which a business can place an order with a supplier.

Factors affecting orders placed and items ordered

The type, quality and quantity of stock ordered will largely depend on the individual establishment or property placing the order:

- Nature and style of the property. Five-star properties will tend to order better quality items than a two-star property
- Indeed, many suppliers offer products at different quality levels to accommodate this variation in the need for quality
- During peak seasons, more items may need to be ordered to keep up with demand, as opposed to the quantity ordered during the low season
- Amount of storage space available
- Rate at which items are used
- Money/credit available
- Customer/guest demand, needs, wants and preferences.

Who places the orders?

It may be the role of a Purchasing Officer to place all the venue's orders with the suppliers. This is the case in a large property.

In other situations, orders may be placed by:

- Owners, managers, supervisors or heads of departments
- Designated staff with specific and limited scope of authority to place orders of a certain type (for example, only liquor or only housekeeping items) up to a given monetary value.

It is important to know who places the orders because there is often a need to contact these people to follow up regarding a delivery – for example, to advise them a certain item was not delivered or to verify a delivery that has arrived was actually ordered.

Internal systems

'Internal systems' needing to be checked to identify incoming stock refers to the ways stock may be ordered by the property.

Options for placing orders with suppliers include:

- Purchase orders
- Verbal orders
- Standing orders
- Telephone orders
- Online orders
- Facsimile orders
- Manual or computerised stock control/management systems.



It is important to identify deliveries expected on any given day so appropriate preparation and arrangements can be made to accept and check those deliveries.

Purchase order

When ordering stock, the Purchasing Officer or staff member may complete a Purchase Order.

The order is then usually phoned or faxed through to the supplier, or it may be mailed.

In other limited instances, the Purchase Order may be given directly to a sales representative in-person.

When the stock is delivered, the delivery and invoice must be checked against the Purchase Order to ensure everything ordered has been delivered.

Purchase Orders have an identifying number on them so reference can easily be made to a specific order. The duplicate Purchase Order may stay in the Purchase Order book to be used as the point of reference when making delivery checks.

The original goes to the supplier.

Purchase Orders will identify:

- Item required by description – brand name, type, quality
- Size – bottle, drum, carton, individual item
- Quantity – numbers of each item required
- Price – as listed in a catalogue provided to the venue by the supplier (note that not all suppliers provide a catalogue/price list)
- Name of the supplier and their contact details
- Name of the venue ordering the items and their contact details
- Location the stock should be delivered to
- Date/time the stock is required.

Note: many orders are telephoned through to suppliers as items are required, and then the Purchase Order follows later that day or a day or two after.

Many orders, too, are simply telephoned through and there is never a Purchase Order raised.

Check out the following sites for examples of what a Purchase Order may look like:

- http://www.bottomline.com/collateral/electronic_documents/purchase_order.pdf
- http://www2.niddk.nih.gov/NR/rdonlyres/1567A6D9-E168-473F-8F20-D81B54CD3C14/0/ffbms_attachment6.pdf.

Verbal orders

Orders may be given directly to sales representatives who call on the business.

In these cases there is usually no supporting documentation but some properties may 'raise' a Purchase Order to support orders placed in this way, or make an appropriate entry on the computerised stock control system.

The owner, manager or designated person simply tells the sales representative what they want.

The sales representative then processes the order.

Finding out about verbal orders placed means:

- Talking to those within the venue who are authorised to place orders
- Checking the 'stock ordered' section/s of the internal computerised stock control system.

Standing orders

Some establishments arrange for 'Standing Orders' with certain suppliers.

This means a predetermined level of a certain item is delivered every day, or week (or other frequency, as required), without an order having to be put in.

For example, there may be a standing order with the brewery to deliver 30 barrels of a certain beer every week.

Where a dedicated goods receiving area and person exists, copies of all standing orders must be provided to them so in-coming deliveries can be checked in relation to quantity, type of goods and the frequency of the delivery.

The standing order can be:

- Cancelled at any time
- Amended at any time. That is, the amount ordered can be increased or decreased as required to meet changes in demands in trade at the venue.

Telephone orders

Telephone orders are probably the most commonly used method of ordering stock. This is because it is quick and relatively inexpensive and allows venues to react promptly to the changing demands of day to day trade.

Many suppliers have a dedicated 'Order line/number' to assist businesses to lodge orders.

Most suppliers require the venue ordering stock to identify themselves in some way (by quoting a number) to avoid the placement of bogus orders.

Information provided will include:

- Item/s required by description – brand name, type, quality
- Size of bottle, drum, carton, individual item
- Quantity – numbers of each item required
- Location the stock should be delivered to.

The order placed using the telephone may be recorded in some internal book/register but this is not always the case.

Online ordering

Some suppliers offer an on-line ordering facility many operators find useful.

There may be a need to pay for the goods at the time of ordering, or credit arrangements may have been established with the supplier.

Where an electronic order has been placed, it is common for a copy of the order to be printed and forwarded to the receival area/person for their information to advise them of what to expect.

Some sites provide a dedicated online Order Form that can be printed off and used for this purpose.

This printout takes the place of a traditional Purchase Order and provides the information against which actual deliveries are checked.

Facsimile orders

Facsimile orders are orders placed with a supplier using a fax machine.

Some suppliers provide a dedicated 'fax order form' for this purpose.

In other cases, the Purchasing Order of the venue is faxed through.



Computerised stock control/management systems

Where a computerised stock control/management system is in use, orders may be:

- Placed automatically (via email) when pre-set minimum levels of stock have been reached in the stores area
- Produced by printing a 'stock order' report generated by the system/program. The stock listed on the report is then ordered using another means (such as telephone; verbal order, fax).

Item	Description	Year Cost	On Hand	Requisition
WD 120GB HD	WD 120GB HD	75.00	37	Hard drives
Warranty	Three month warranty	22.22	10	Furniture
Wiking 512 Mb	DDR RAM 512 Mb	16.99	53	Memory
TV set	Television set	200.00	5	Equipment
Line	Telex paper	0.20	2	Cleaner
Table cloth	Table cloth	4.00	20	Bed-clothes
Table	Table	100.00	2	Furniture
Sony 300W Mid T-R	Sony Black and Silver Mid T	90.00	10	Cass
Sony 16x DVD+R	Sony DVD recorder	6.02	38	CD/DVD
Soap	Soap	1.00	98	Cleaner
Shampoo	Shampoo	2.00	9	Cleaner
Samsung 15" DVI LCD	Samsung 153T Black/ 15 in	200.20	43	Monitor
Refrigerator	Refrigerator	200.00	0	Equipment
Product #1	Product "Omega"	0.00	20	
Product	Product	0.00	20	
Pitcher	Pitcher	0.00	40	2 ware
Pillow case	Pillow case	3.00	16	Bed-clothes
Pillow	Pillow	10.00	20	Bed-clothes
Philips 17 16mm LCD	Philips 17005FB 17 inch 12	226.80	76	Monitor
Pentium 4 3 Ghz	The Intel Pentium 4 process	270.00	9	CPU's
Mushkin 512MB DDR	Mushkin green line fast mem	64.00	18	Memory
Platanka	Platanka	0.00	24	
Glass	Glass	1.00	7	Linens

1.2 Prepare the area to receive stock

Introduction

It is standard practice to prepare the delivery area to receive stock on a daily basis and to maintain its condition throughout the shift.

What stock items does this unit cover?

The following items may be received into the store/delivery area:

- Food – fresh, refrigerated, frozen and other packaged items ('dry goods' – spices, canned goods, bottled sauces)
- Beverages which will include alcoholic and non-alcoholic beverages for re-stocking mini-bars or for use in bars, restaurants or bottle shops
- Equipment – including maintenance equipment, cleaning equipment, office equipment and sundry other items required to provide or produce the services and products the venue wants to offer
- Linen – for housekeeping purposes and other operational requirements in every department throughout the property. Linen items may include bed linen, bath towels, tea towels, swabs and cloths
- Cleaning materials and chemicals such as all-purpose cleaners, abrasive cleaners, deodorisers, window cleaners, carpet spot cleaner and cleaning equipment (cleaning gloves, mops and buckets and machines such as vacuum cleaners and polishers)
- Stationery and office supplies such as guest stationery, office supplies and departmental requirements including letterheads, envelopes, fax paper, note pads and pens
- Promotional material such as brochures, signs, posters, in-room compendiums and advertising materials from local business and tourist attractions
- Vouchers and tickets to support package deals, group tours, promotional initiatives, in-house events and other bookings
- Merchandise such as souvenir products and other items the venue may offer for sale
- Giveaways which can include items placed into guest rooms (such as shower caps, shampoo, conditioner, moisturiser, tanning lotion, shoe cleaning kits, sewing kits) and items presented to guests as part of a package deal (caps, bags, T-shirts)



- Consumables such as toilet paper, rubbish bin liners, soap for use in public toilets, light globes, daily newspapers, tissues, paper towels and so on
- Souvenir products and merchandise for selling to customers, guests and visitors/tourists.

Where is stock usually delivered?

In a large business stock that has been ordered will generally be delivered to the rear of the hotel/venue at a loading dock, or to some other similar area such as a receivals section.

Rarely will stock be delivered to the reception area. This practice is actively discouraged in most establishments as it 'looks bad', can tie up reception staff whose real role is to greet and deal with guests, and does not provide for proper security of goods.

In smaller properties, deliveries are made through the front door. Food may be delivered directly to the kitchen; liquor may be delivered directly to a bar/bottle shop area.

Security and safety issues

Once stock has been delivered to any area, it should never be left unattended as it:

- May tempt thieves
- May cause a tripping hazard
- May require special storage conditions as is the case for refrigerated and/or frozen products.

Who receives the deliveries?



Depending on the size of the property, a Store person may be employed on a part-time or full-time basis to receive stock.

In smaller venues, individual departments may be responsible for receiving their own orders. In these cases, it may be the supervisor or any one of several staff who are authorised to accept, check and sign for the delivery.

In some cases specific organisational procedures may apply to certain deliveries.

For example, mini-bar stock may be delivered to the Food and Beverage section, and then requisitioned and distributed to Housekeeping as required. All liquor may be delivered to the bottle shop and then issued from there to individual bars or departments as required.

Preparing the area

Preparing the delivery/receival area prior to receiving stock may require you to:

- Follow the Standard Operating Procedure (SOP) for cleaning the area, which may include:
 - Sweeping
 - Mopping
 - Pressure washing the area.

- Tidy the area:
 - Removing loose litter, empty cartons and wrapping materials
 - Putting things back where they belong – trolleys, weighing scales, ladders, pallets
 - Ensuring there is a clear passage for workers and delivery drivers
- Remove other stock from the area so existing stock does not get confused with new stock being delivered, and so stock does not present a temptation for thieves
- Ensure all necessary requirements, equipment and/or utensils/tools to enable you to properly receive stock are present. These items may include:
 - Weighing scales
 - Thermometers – used to take the temperature of food to ensure it is safe to receive. For example:
 - Frozen food should be ‘hard frozen’ when received
 - Refrigerated food should be at or below 5°C
 - Hot food should be at or above 60°C
 - Box cutters
 - Copies of Purchase Orders, faxed orders and online orders for deliveries expected that day
 - Copies of Purchase Specifications (where applicable) for items to be delivered. Purchase Specifications specify what the venue wants in relation to the product ordered. Most items do not have a Product Specification. They are mainly used for food items. For example, a Product Specification for steak may stipulate:
 - Quality of the meat – degree of marbling, fat content, cut, meat colour
 - Thickness
 - Weight
 - Delivery temperature
 - Packaging
 - Labelling
- Ensure all security arrangements are in place and working. This may include:
 - Verifying alarms are on/off and/or working as required
 - Checking areas required to be locked are locked
- Ensure safety requirements are in place, such as:
 - First aid kit is present
 - Required signage is available such as ‘wet floor’ signs
 - Fire fighting equipment.

Cleaning adjacent areas

Attention must also be paid to ensuring the surrounding area is also clean and ready to accept deliveries.

This may involve cleaning and tidying the area outside the delivery bay and/or areas leading into the delivery/stores area.

1.3 Verify delivery is for the premises

Introduction

Before any stock is received into the premises, a check must be done to ensure the delivery is being made to the correct premises.

Why verify the delivery?

All deliveries should be checked to ensure:

- The stock being delivered has been ordered by the business and is not being delivered without having been ordered or authorised
- The delivery is being made to the correct business and has not been delivered to the wrong address/business
- It is very time-consuming and annoying to take delivery of stock only to find the delivery is not for you and then find you have to give it back to the supplier.

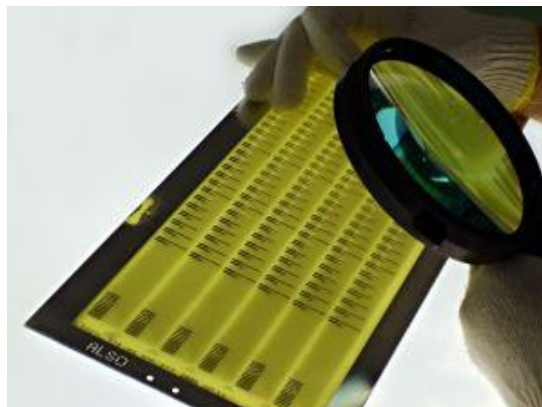
How to verify the delivery

To verify the delivery is for your premises you may:

- Check your internal documentation to see if the delivery was expected
- Verbally check with the delivery driver to make sure the delivery is yours. Double-check by asking who the delivery is for, or state the name of your business
- Ask to see the delivery documentation and check to see your venue is listed on the documentation.

If the above steps cannot verify the delivery is for you:

- Check with the department the delivery appears to be for and enquire if they have placed an order. For example, check with the kitchen for deliveries of food or check with housekeeping for a delivery of bed linen
- Contact the supplier by phone and query the delivery. Perhaps the delivery was a 'late order' only recently ordered (in the last hour or so) to cater for some unexpected emergency/situation
- Refuse the delivery.



1.4 Check incoming stock against relevant documentation

Introduction

All deliveries must be checked on arrival.

Deliveries must be checked:

- Against the accompanying/delivery documentation – see this section
- Against the stock ordered by the venue – see section 1.5.

Delivery documentation

All deliveries will be accompanied by some form of documentation.

You will be required to sign the documentation as proof you have received the items listed on the documentation.

Delivery dockets

The delivery driver may supply a 'delivery docket' when they deliver their goods.

This needs to be signed by the person accepting the delivery.

The delivery docket should only be signed if all items listed on the docket have in fact been received as stated on the delivery docket.

Be aware delivery drivers are very busy and do not like being kept waiting while you check the delivery. This means they will often attempt to pressure you into signing immediately so they can get going and do their next delivery.

If this is the case, you either have to stand firm and insist you will not sign until everything has been checked, or you may be able to get consent from the company they deliver for to sign the delivery docket and add 'STC' to it (meaning 'Subject To Check').

This means you are signing to say you have accepted the delivery but have not verified its actual content.

The delivery docket will state:

- The number of boxes/cartons, drums or items delivered
- A brief description of the goods.

The delivery docket does not normally contain a *detailed* description of the goods, and does not list the prices for each item.

Your signature on a delivery docket verifies the items have been delivered in total and in a satisfactory condition.

ORIGINAL COPY
DELIVERY DOCKET

DATE:	ORDER NUMBER:	DELIVERY NUMBER: AA0577101
FROM:	TO:	
The following items in good order and condition:		
QTY	DESCRIPTION	
SIGNATURE OF SUPPLIER:		SIGNATURE OF RECIPIENT:

Invoice

The supplier provides the invoice.

The invoice contains:

- A description of the items supplied
- Quantity supplied
- Cost of the items.



The invoice may be delivered at the same time the stock is delivered, or it may arrive by mail a day or so later.

Note there are many suppliers who supply a 'Delivery Docket-Invoice' with the delivery: This document, as its name suggests, combines the twin functions of Delivery Docket and Invoice.

Where a 'Delivery Docket-Invoice' is provided, you need to check the items listed against the stock actually delivered and the order actually placed.

Where an invoice arrives separately or after the delivery, you will need to confirm the items listed on the *invoice* match the items listed on the *delivery docket* – no more, no less: same quality, same sizes, and same quantities.

Visit the following for more information on invoices:

- <http://www.ezysoft-dev.com/sample-invoice.htm>.



Checking the delivery

Never accept a delivery without doing a visual inspection unless you have signed for it and added 'STC'.

The stock delivered into the property should be checked against the delivery documentation for:

- **Damage.** Make sure there are no leaking containers, no broken bottles, labels are not missing and seals are intact
- **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
- **Type and brand** – to ensure items delivered match items listed on the paperwork, and to verify the items meet the needs/requirements of the business
- **Quantity** – checking to make sure all the items listed on delivery documentation has been supplied
- **Use-by dates** – to ensure the items are not out of date, to verify items have not exceeded 'best before' dates, and to ensure items have sufficient shelf-life left
- **Discrepancies.** These are differences between what was ordered and what was delivered, and differences between what was delivered and what was listed on the accompanying documentation: see next section.



You should also check to ensure the delivery does not bring in pests and rodents, such as cockroaches and mice.

If any stock is damaged or of unacceptable quality, past the recommended use-by date, or in some way broken this should immediately be recorded in accordance with enterprise policy. In most instances, where any damaged or sub-standard goods are identified at delivery the delivery should be refused *unless* you know a certain department is desperate for the items and their condition is not so bad as to prevent their use as intended.

Such recording may involve noting the issue on the accompanying delivery documentation or there may be a designated 'Goods In register' used for this purpose.

Note all containers containing chemicals – bottles, plastic containers, packets or drums – that are either damaged or not labelled must not be accepted under any circumstances. Accepting these items poses potential OHS issues and is a dangerous and totally unacceptable workplace practice.

Establishment procedures in such a situation may require you to place the particular item in a safe position so there is no chance of the stock being used in the workplace. You may then be required to record the incident on the appropriate documentation (which may be an Incident Report form). You should then also note the problem on the supplier's invoice/delivery docket.

In most establishments, this kind of incident must also be brought to the attention of a supervisor or a manager, for their follow-up.

Outstanding items



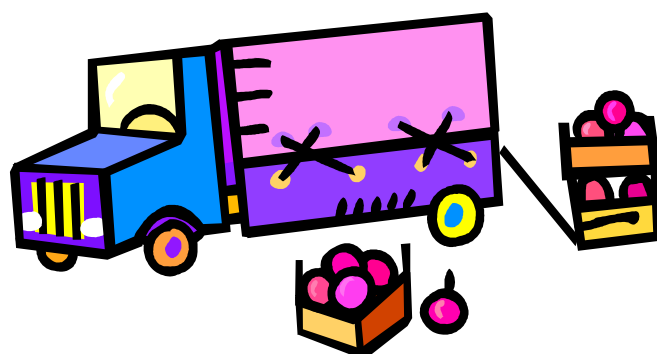
Items not delivered, due to the supplier not having them in stock should be listed on the accompanying paperwork as 'Outstanding' (or similar wording).

Part of your job is to make sure all stock listed as 'Outstanding' has been delivered before the documentation is forwarded to the office for payment/processing.

Practical concerns

A sensory inspection of the goods is required (using 'looking', 'smelling' and 'touching' as appropriate to the nature of the goods being delivered) and you should:

- Look at the goods and ensure there is no evidence of damage. This may be identified by damaged packaging or evidence the packaging has been tampered with, leaking product, torn wrapping, broken bottles, dented cans, missing labels or scratches to equipment
- Verify the items are of the quality required and/or ordered. This can mean looking at the appearance of items and using your industry knowledge and common sense to determine if they are acceptable or not
- You simply look at some foods, touch or feel some foods, smell others, and taste certain items
- Look at the use-by dates on the items and use your knowledge of the rate at which the items will be used to work out if these dates are acceptable to your usage rate. Where you believe the property will be unable to use their items before these use-by dates arrive you should reject the delivery if you know with certainty that the establishment is not desperate for them. Where, for example, there is an urgent need for the item, it may be acceptable to sign for the delivery and then take extra action to make sure the items are used before they become out of date
- Count the items to make sure they tally with what has been ordered/listed on the delivery docket/invoice. Count cartons and/or individual items as appropriate.



1.5 Check stock received against stock ordered

Introduction

Another check needing to be made when stock is delivered is to ensure the items delivered match the items ordered.

It is standard practice not to accept items which have not been ordered.

Remember, all stock must be checked to make sure it is of sound quality, not damaged and is suitable for use/sale.

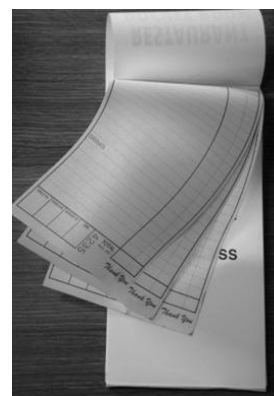
A primary requirement is the venue should receive what it is being charged for.

Documents involved

When checking stock received against stock ordered you are verifying only goods that have been ordered will be accepted.

This means you will need to check the delivery docket/invoice against internal documentation such as:

- Purchase Order
- Hard copy download of an online order
- Printout from the computerised stock management system identifying stock ordered
- The fax sent to the supplier
- Copy of standing order relating to the items.



In some cases you will need to telephone internal personnel/departments to verify deliveries for which no supporting documentation exists.

The checking process

At this point, checking involves comparing the delivery documentation (provided by the supplier/delivery driver) to the order placed by the venue (as listed on, for example, a purchase order).

Checking stock delivered against stock ordered involves:

- Making sure all items ordered have been supplied. Where an ordered item *has not been supplied* you need to immediately notify the person/department that placed the order and advise them of this so they can make alternative arrangements. This may involve ordering alternate stock, sourcing a different supplier or changing menu items
- Verifying quantities to make sure the numbers ordered are being supplied. Check by individual item, carton or pallet, as appropriate
- Verifying type and brand of items. If the order was for bed sheets you must ensure you are not being provided with blankets. If the order was for Brand A you must make sure you are not being supplied with Brand B and if the order was for detergent you do not want sanitiser

- Ensuring items are the correct/ordered size. If you have ordered a 20 litre container of detergent, you want to ensure you have not been sent 1 litre bottles. If the bottle shop has ordered 700 ml bottles of scotch they do not want 2 litre ones. If you have ordered 1kg packets, you do not want 20kg ones. If you have ordered single bed sheets you do not want double-bed sheets
- Ensuring items are the correct quality. If you have ordered a 3-ply serviette, you need to check you are not being delivered a box of 2-ply ones. If you have ordered 'red label' scotch, you need to make sure you have not been delivered and are not being expected to pay for the 'blue label' or 'black label' one. If you order 'premium quality' you do not want 'standard' or 'executive' quality.

Remember

Only sign for items that have been ordered. Never sign for items the venue has not ordered. Always refuse to accept delivery of them.

1.6 Identify variations between delivery and documentation

Introduction

Whenever there is a difference between the *expected* delivery and the *actual* delivery, or the *goods listed* on the delivery documentation and the *actual goods delivered*, these must be identified because:

- It is important the venue only pays for the items it wanted to buy and the items that have, in fact, been delivered
- Departments that have ordered stock need to be advised quickly if these items have not arrived as expected – so they can make alternative arrangements and/or so an alternative product can be sourced.



What is a variation?

A variation occurs when the actual stock item delivered – or the quantity or quality of that item – is not the same as what was ordered, or is different to what is listed on the documentation.

You identify a variation when you compare the items delivered against internal or external documentation and discover something that does not match.

For example, the Purchase Order may read 24 new bath size towels were ordered, but the invoice states only 12 were delivered. There is therefore a variance/variation of 12 towels: you are 12 towels short.

This must be:

- Mentioned to the delivery driver 'at the time' – so they can check the delivery too and verify your observations are correct. Bringing it to their attention may also remind them there is another carton in the delivery van for you: perhaps they honestly forgot to bring in a box
- Recorded on the delivery documentation and on the internal stock control/management system – see below.

Another example could be the Purchase Order may read five dozen shower caps were ordered, but the invoice reads eight dozen were supplied. There is a variance of three dozen shower caps over on the invoice.

Again, this should be mentioned to the driver and/or recorded on your internal system. You do not want to be charged for an extra three dozen, and nor do you want to 'steal' them from the supplier.

It is never acceptable to keep an over-supply: if you are delivered items in excess of what has been ordered/what is on the delivery documentation, it has to be returned in-keeping with proper business practices.

Further documents related to deliveries

In addition to the documents already mentioned the following documents relate to 'deliveries'.

Credit note

Where an item is returned to a supplier (perhaps it has been delivered in error; perhaps it is stock you bought and cannot sell and the supplier has agreed to take it back), or where you have identified you have been overcharged for an item – the supplier will raise a credit note.

A credit note identifies the quantity, quality and number of the stock involved together with a corresponding monetary value.

It is a document from the supplier stating they owe us money for the goods described on the credit note.

A credit note is commonly printed in red to distinguish it from other documents, and has the words 'Credit Note' printed prominently on it.

Visit the following for more information on credit notes:

- <http://www.ezysoft-dev.com/articles/credit-note.htm>.

Your job is to ensure the items listed on credit notes accurately/correctly reflects the items returned to the supplier for credit.

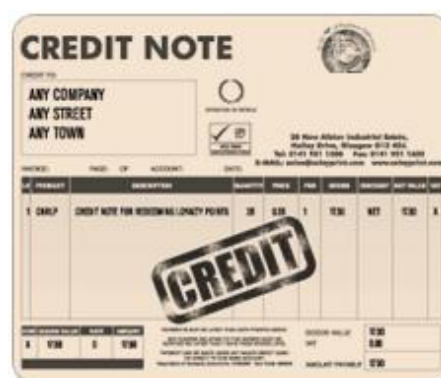
Statement

At the end of each period (usually, at the end of each month but some suppliers have shorter trading periods such as one week), the supplier issues you with a Statement.

The Statement sets out the dealings between your establishment and the supplier for the previous period.

It will usually open with an opening balance (the amount owed at the beginning of the last period), and the second entry may be the amount paid to the supplier – usually this should leave a zero balance.

Next comes all the invoices delivered to the business for the period: each invoice is identified by date, invoice number and amount.



Any credit notes for the period are also listed in the same way. The value of credit notes is deducted from the invoices.

The final figure on the statement is the total owing for the period just gone.

Some suppliers allow a discount on this total if you pay promptly. For example, you may be entitled to a 2½% discount if you pay within seven days or before a nominated date.

If your job involves your checking the statement, it means you will verify all the entries on the statement have in fact occurred and there is supporting documentation to prove the transactions occurred.

Checks must ensure the amounts on the invoices and credit notes have been correctly transferred to the statement.

Invoice Statements

In the same way (many) suppliers have combined the delivery docket and the invoice, so too have some suppliers combined the invoice with the statement.

These are common where the nature of the products being delivered is such that the business is likely to only make occasional – as opposed to regular, daily, weekly – purchases from the supplier.

Use of these documents:

- Saves paper
- Saves account processing time – because it removes the need to check an invoice against a statement as they are combined/the same thing.

Notifying the appropriate person about variances

The person to notify when you have identified a variance/discrepancy can vary between premises but will normally be one or more of the following:

- The owner, manager or supervisor
- A staff member in the department that placed the order
- The person who handles/pays the accounts for the business
- The supplier – to advise them of the problem you have encountered and/or to follow-up about when additional or replacement stock can be delivered.



1.7 Return stock identified for return to supplier

Introduction

When a delivery is received from a supplier, this occasion is also an opportunity to return identified stock to the supplier.

This means the person delivering goods to you may be required to also take goods back from you to the supplier.

What items may need to be returned

There can be a need to return items as follows:

Deposit-charged items

Suppliers sometimes charge a deposit for containers they provide to us – this may be for:

- Drums/containers used to deliver chemicals
- Soft drink bottle boxes/crates
- Post-mix cylinders and gas cylinders/bottles
- Suppliers charge the deposit for each item when they are delivered and give a credit when they are returned.

In practice, whenever you accept a delivery with deposit-charged containers there is nearly always a need to return deposit-charged items at the same time.

You must ensure returns of deposit-charged items are listed on delivery documentation (or a special 'returned goods' document) so the business can make sure it receives the credit it is entitled to.

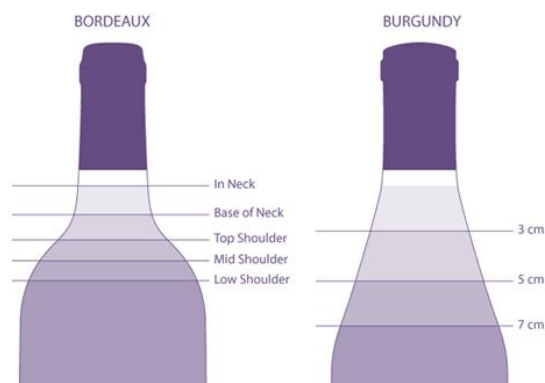
Ullages

An 'ullage' is a bottle (or can or container) that is damaged in some way, or which contains product (usually 'beverage') that is sub-standard.

For example, a bottle or drum that is leaking is an 'ullage'. The word 'ullage' is only used in relation to liquids – it is not used in relation to (for example) paper products, foodstuffs, plant and equipment.

A bottle of wine not properly filled, containing something that should not be there or looking incorrect would be an 'ullage'.

Some (relatively few) suppliers will also accept broken bottles as ullages providing the seal of the bottle is still intact.



Out-of-date stock

Generally speaking, it is the responsibility of the venue to make sure they use stock before it reaches its use-by date.

However, in some cases, a supplier may be prepared to take back items that have exceeded this date as a gesture of goodwill to a good customer/a venue that buys a lot of stock from them.



Checking the use-by dates of incoming stock to ensure there is still plenty of life left in the products is a good way of preventing out-of-date stock needing to be cleared or returned.

Product recalls

Where the supplier, the manufacturer or the authorities have issued a product recall there is a need to return any items matching the individual recall notification.

A credit note will be issued for this stock or the supplier will arrange for exchange stock to be provided when the recalled stock is collected.

Excess stock

Suppliers are under no obligation to pick up, exchange or provide credit for excess stock but many do so, once again as a goodwill gesture.

Where excess stock is to be returned your manager will have discussed the matter with the supplier and agreed about the quantity being returned and the amount of money the supplier is prepared to credit you with (or the alternate type and quantity of stock the supplier will provide in exchange).

Unsatisfactory and poor quality goods

Any items failing to meet advertised claims or deemed not to be of 'merchantable condition' can be returned to the supplier.

An exchange or refund (via a credit note) is the usual way of dealing with goods of sub-standard condition, taste, appearance.



Important considerations

When returning goods to a supplier you should record:

- Name of supplier to whom goods have been returned
- Quantity and description of goods returned
- Date returned
- Where possible also obtain a signature from the delivery driver stating they have taken the identified stock – some will provide a special 'credit return' document to this effect. This 'credit return' should be passed on to the office to help in processing the account.

1.8 Follow-up on variations between delivery and relevant documentation

Introduction

All identified variances between actual delivery and supporting documentation must be addressed.

Sometimes this job is the responsibility of office staff and sometimes it will be your job as the person responsible for receiving and storing stock.

Possible action to follow-up on discrepancies

The following are possible options for addressing delivery discrepancies:

Requesting credit notes from suppliers

If a delivery is 'short' – that is, items listed on the delivery documentation have not been delivered – then there is need to ensure the supplier provides a credit note for the missing stock.

Most suppliers will do this automatically without a need for you to do anything but you must remain alert to the need for following-up to ensure/verify you have received what you are entitled to in this regard.

You must also check to make sure any 'returned' items (see previous section) have has a credit note raised, and have been credited on the next statement.

Where there is a problem, a telephone call to the supplier is the most effective way to resolve things.



Ordering stock from a different supplier

Where a supplier was unable to deliver stock ordered from them you may need to order replacement stock from an alternate supplier.

Most/many businesses have a list of 'preferred suppliers' who they usually do business with but will quickly add another supplier when they have an urgent need for a specific item they cannot source/obtain from their normal/regular supplier.

You may need management permission to deal with a new supplier as there can be a need to arrange a 'line of credit'/'credit facilities' before a delivery can be made.

The person/department you are ordering the stock for may be able to identify an alternate supplier, or you may be required to use you industry knowledge, network of contacts or common sense to source a suitable provider.

Ordering substitute stock

Sometimes you may be able to address the non-supply of an item by ordering substitute stock.

For example, the Functions Department may have ordered 20 dozen bottles of Brand ABC Champagne for a celebration being held in two days time – if your normal supplier cannot supply this Brand or quantity, they may be able to supply 20 dozen of another, acceptable, similar quality brand acceptable to the host/function organiser.

This substitute stock may be able to be obtained from the same supplier or you may have to source a different supplier.

Notifying the accounts department

In situations where documents for deliveries are processed/paid by an accounts department (or similar) you must always notify them when there is a discrepancy.

This notification should take the form of:

- Verbally explaining the situation – identifying what is wrong, what action you have taken, and the promises made by the delivery driver and/or the supplier
- Providing any supporting documentation – and indicating the relevant parts of the documents relating to the variance/issue.

Recording action taken and arrangements made

It is sound and standard practice to make a written record of everything relating to a variance.

This means taking notes detailing:

- What you did – “Spoke to supplier”; “Contacted Kitchen for instructions”; “Ordered replacement stock from XYZ”
- When you did it – date and time
- Who you spoke to – by name and/or position
- Promises made – such as ‘XYZ will deliver 20 dozen ABC Champagne by 08:00AM tomorrow for same price as brand originally ordered”.

The above details may be recorded:

- On supplier documentation
- On internal documentation – order forms, faxes, downloads
- On computerised stock control/management system
- In a daily ‘Communications’ book – used by the property to communicate relevant information to staff who work different days, shifts, times.

Notifying delivery problems

Some delivery-related problems are not related to short-delivery, non-delivery or the need to return sub-standard items.

Sometimes a supplier will telephone you and advise a delivery promised for 07:00AM cannot be delivered until 11:00AM. Sometimes you will need to phone a supplier at 07:15AM to find out where the delivery promised for 07:00AM is.

Any time there is a problem with a delivery you must immediately notify the department/personnel affected and advise them/update them so they can take appropriate action in response.

Sometimes you may be asked to order alternate stock and sometimes the ‘problem’ can be effectively handled within the venue by staff using another item/changing their plans.



1.9 Manage excess stock within the organisation

Introduction

Staff responsible for receiving and storing stock may also be required to manage excess stock in accordance with relevant organisation policies and procedures.

Why worry about this?

If an establishment has excess stock, this can lead to a cash flow or liquidity problem in terms of the venue not having enough cash to pay for items bought.

Excess stock can also create storage problems in terms of not having enough suitable storage space for the items that have been delivered.

It can also lead to a situation where stock deteriorates by virtue of having been in storage for too long, exceeds its use-by date (or best before date) or where the stock looks old because the newer items have a new look, new packaging, new formula or revised name.

How can you manage excess stock?

Managing excess stock may require you to:

Monitor stock levels

Stock levels need to be monitored to ensure the physical stock-on-hand does not exceed house limits. All venues will want to make sure they do not have 'too much' stock-on-hand at any one time.

Most properties will want to take delivery of stock, sell it/use it and receive payment for it before they have to pay for it.

Many properties will set a numerical minimum, maximum and re-order stock level for items to help in this regard.

The minimum stock level is the level below which stock under any circumstances must not fall.

The maximum stock level is the most of any item to be in-store at any time.

The re-order stock level is the stipulated level stock must fall to, before a new stock order can be triggered/placed.

Monitor use-by dates

Use-by dates

Where items have use-by dates, it is illegal to use this food or beverage after the stated date because there may be a food safety risk.

Best-before date

If a food or beverage has a best-before date, this means the product will lose some of its quality after the given date but will not present a health hazard/food safety risk.

Items can be legally and safely used after the 'best-before' date.



Monitoring these dates

All stock must be inspected on a regular basis (daily or at least weekly) to identify if there are any problems with the stock, or to count the stock for stock-take purposes or to determine if new stock has to be ordered.

As part of these inspections you should also check the use-by and best-before dates of stock. Where items in store are identified as approaching these dates, efforts must be made to move the stock out of the store and into operational areas so other staff can use or sell the items.

This is one of the major responsibilities of anyone who is in-charge of stock – to make sure stock is not thrown out because it is ‘too old’. Any stock that has to be thrown out represents a ‘total loss’ to the business and is the worst scenario a business can face.

Reduce stock levels

Where changes in trade indicate there is a need to do so – perhaps due to seasonal trade fluctuations, the weather, the time of the year, the state of the economy and a whole raft of other reasons – you should notify those who place orders that there is no need to place further orders for items that are slow-moving or identified as being ‘in excess’.



The key is that the ‘correct’ level of any stock item is variable – it is something of a balancing act to ensure that you do not run out of anything but at the same time you also do not want to overstock.

Practical methods of reducing excess stock levels include:

- Returning excess stock to the supplier – in some cases (and this is definitely not the case in *all* instances), suppliers may be willing to take stock back where you have been unable to sell it
- They are not legally obliged to do this, and if they do so it is done as a gesture of goodwill, and an act of recognition and appreciation of your business
- Some suppliers will also accept stock back if it is approaching its use-by date, or will arrange for your stock to be transferred to another establishment that can use it before it becomes out-of-date
- Organising in-house Specials to quickly move surplus stock – these Specials may include special promotions, increased advertising or different product placement on shelves/in displays
- Asking staff in departments using the items what they can suggest to help move the items. The people using the products are in the best position to know how they can be used
- Supplying stock ‘in excess’ as a substitute for items ordered by departments will not work all of the time but can be an effective way of quitting stock from the stores area. For example, if a bar orders a certain brand of scotch they may be happy with an alternative brand you have too much of
- Talking to other venues to see if they are willing to buy or swap items for mutual benefit
- Selling the items at a reduced price; offering discounts on normal selling price.

Note: Management permission may be required before undertaking some of the above practices.

1.10 Secure new stock against damage and/or theft

Introduction

All stock delivered to the venue must be stored to protect it against damage and deterioration and to guard against theft.

Securing stock

The keys to securing stock after it has been delivered include:

- Move all deliveries promptly from the goods receipt area to the appropriate storage area. Do not leave stock lying around in the delivery area as food items can deteriorate and goods may be a temptation to thieves
- Secure the delivery area to prevent unauthorised access: close and lock doors, and shutters while you are absent from the area
- Store food items under appropriate storage conditions, for example:
 - Frozen food must be stored in freezers operating at a temperature that will keep items 'hard frozen' (in the range of -15°C to -18°C)
 - Refrigerated food must be stored in the nominated cool rooms or refrigerators below 5°C
 - Dry food (canned food, biscuits, rice, nuts) must be stored in a designated dry goods store for food. Food should not be stored with other items and must not be stored with chemicals and cleaning agents
- Ensure store rooms protect stock from contamination as appropriate to individual stock items. Protection is commonly required to guard against damage caused by weather, sunlight, airborne contamination (fumes and dust), and vermin
- Rotate stock in the stores area (see 3.1) to make sure stock is used generally in the order it was delivered. In practical terms this means:
 - Moving existing items on a shelf to the front, and placing new deliveries behind them
 - Putting new stock underneath a stack of existing stock
 - Using high-visibility signs to indicate the date stock (individual items of plant, machinery, equipment or cartons) was delivered to facilitate issue of stock in the required sequence
- Store stock safely so it will not topple over and so people cannot knock it over by walking past and brushing against it
- Guard against theft from the storage areas – close and lock doors, activate alarms
- Never place stock on the floor. Always put items in their allocated space, shelf, 'bin', and cupboard. This also helps prevent slips, trips and falls
- Keep the storage area well-lit and ventilated to deter pests and allow easy identification of stock items and problems



- Keep shelves, benches, pallets, bins in good order and inspect 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
- Conduct preventative maintenance checks on floors, walls, lighting, storage areas and containers/fixtures within the stores areas to identify problems and items requiring attention at the earliest opportunity
- Check the temperature of refrigerated food and frozen food storage areas regularly (twice daily) and arrange for maintenance/repairs where temperatures fall outside required limits
- Restrict access to the stores area. This can involve prohibiting staff access to the stores areas, or limiting access to nominated staff only at designated times
- Implement a 'full box/carton' policy. This means only unopened and full boxes and cartons are kept in the store. This stops the potential for staff to steal one item from an open carton believing 'no-one will miss just one'
- Refuse to allow stock to be removed from the stores area unless it has correct supporting documentation such as a requisition form (see below), properly completed and signed by an authorised person.

Requisition forms

It is a standard requirement where a stock control system is in use that no stock moves in the venue unless it is accompanied by a document (or a data entry on the computerised system) tracking its movement.

A requisition – or requisition form – is filled in by a department requesting stock from the central stores.

It may need to be authorised (signed) by a manager/supervisor before it can be filled.

Where this system is in use, a requisition book is located in each department containing sequentially numbered duplicate (or triplicate) requisition forms which are completed by staff (usually at the end of trade) to order stock so the department is fully-stocked for the next trading session.

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.

STOCK REQUISITION		To Purchasing Dept.	
GOODS NEEDED FOR		DATE NEEDED BY	DATE
SOURCE OF SUPPLY			
DELIVER TO DEPT.		CHARGE TO	ACCT. NO.
PLEASE ORDER THE FOLLOWING:			
QUANTITY	SIZE	DESCRIPTION	AMT. ON HAND
			NEED FOR STOCK
KEEP CANARY COPY FOR REFERENCE SEND OTHER(S) TO PURCHASING USE SEPARATE SET FOR EACH TYPE OF GOODS		REQUESTED BY	APPROVED BY
REQC: 3143 PRINTED IN U.S.A.		ORDERED FROM	P.O. DATE P.O. NO.

The stock requested on the requisition is the *only* stock that should be issued. In some cases you may have to short-supply items or provide a substitute brand/item. This must be recorded on the requisition.

When stock is delivered to a department on the basis of a requisition, it is the responsibility of a staff member in that area to check the items delivered match the items were ordered/requisitioned.

Work Projects

You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 1.1 Prepare and submit a series of checklists suitable for use in your workplace to guide stock receipt and storage activities in relation to all of the following:
- Checking internal systems to determine deliveries expected for the day/shift
 - Preparing the delivery area at the start of the day/shift to ready it to accept deliveries
 - Checking with the delivery driver to ensure the delivery being made is actually for your venue
 - Practices to check stock received against stock ordered by the venue to determine discrepancies between items delivered and items ordered
 - Practices to check the quantity and quality of stock delivered to determine discrepancies between items listed on delivery documentation and stock actually delivered
 - Protocols for returning items to suppliers to ensure credit is received for items returned
 - Techniques and practices for following up where there are problems with deliveries
 - Protocols for storing:
 - Frozen food
 - Stationery
 - Cleaning chemicals.

Ensure the contents/directions in each checklist align with workplace requirements, protocols, policies and procedures.

- 1.2. Identify three items purchased by your workplace and assume you have identified these items are 'in excess' to established workplace storage requirements.

For each of these items:

- Describe three ways you could effectively manage these 'excess stock' situations.

Summary

Accept delivery of stock

When accepting deliveries of stock:

- Check internally (with personnel, paperwork and systems) to identify expected deliveries for the day/shift
- Clean, tidy and prepare the receival area (and ancillary areas) to receive deliveries
- Check the delivery is intended for the business and not for another venue
- Check the incoming stock against the accompanying paperwork
- Verify the goods being delivered have been ordered
- Inspect the stock for quality and quantity
- Determine if there are variances between stock ordered and stock delivered
- Determine if there are variances between stock delivered and items listed on the delivery documentation
- Return identified items (such as 'ullages' and deposit-charged items) to supplier for credit
- Follow-up with internal departments, staff and/or suppliers when there are discrepancies or other problems with the delivery
- Take action to effectively manage excess stock
- Ensure new stock delivered into the premises is protected against damage and/or theft.

Element 2: Store stock

2.1 Move stock to the required operational area

Introduction

Once stock has been received, it must then be transported to the appropriate storage or operational area, as required.

All items should be transported promptly, safely and without damage.

This section must be read in conjunction with section 2.2 below.

Why does stock need to be moved promptly?

Stock should be promptly moved from the delivery area in order to:

- Allow space for further incoming items to be unloaded/delivered. The delivery area is a bottleneck for stock movement and can quickly become chaotic if stock is not moved quickly through the area
- Remove potential hazards. Stock left lying around presents a tripping risk
- Minimise the chance of theft. Quickly securing stock in its appropriate storage area greatly reduces the likelihood of theft. Remember members of the public, other delivery drivers, and staff all have the potential to steal stock
- Reduce the likelihood of damage to products. Cartons and items in a cluttered and busy receival area can suffer more damage the longer they are left there
- Eliminate confusion regarding stock checks and counts. It can be difficult to distinguish different orders when the receival area is full or cluttered
- Maintain the safety of food. Refrigerated and frozen food must be stored under appropriate conditions, or taken as soon as possible to the areas/kitchens where it will be used.



Operational areas

The 'operational area' to which stock and deliveries may need to be moved covers 'storage areas' and departments and working areas within the premises.

Storage areas

Storage areas to which stock may need to be transported can include:

- Storage areas for food items:
 - Dry goods store for food
 - Refrigerated storage areas such as cool rooms and refrigerators



- Frozen food storage areas – walk-in freezers, domestic freezers.

It is vital all food is moved from the goods receipt area to appropriate storage temperature (whether in storage areas or working areas) as soon as possible to maintain food safety

- Beverage storage areas for alcoholic and non-alcoholic products which may include:

- Refrigerators
- Cool rooms
- Refrigerated displays
- Dry goods store
- Cellars



- Linen stores which may be located within the Housekeeping areas
- Chemical storage areas. These are generally located at a central point with subsidiary chemical storage areas existing in some other departments such as grounds (gardens, pool, sporting and recreational facilities, parking areas), housekeeping, bar and other departments.

Every chemical purchased must be accompanied by safety instructions (Material Safety Data Sheets – known as MSDS). These sheets recommend the best environment in which to store the product and also provide relevant first aid instructions if the chemical is spilled on skin, ingested or inhaled.

Safety instructions as relevant to each chemical must be followed at all times, and MSDS must be kept near the chemicals so staff can refer to them in the event of an emergency or accident.

Chemicals must be stored separately

- A central store area where 'miscellaneous' items are stored. This is where items such as the following may be stored:
 - Stationery
 - Advertising material
 - Crockery and cutlery
 - Glassware.

Working areas

Working areas to which stock may need to be transported can include:

- Departments and locations where the stock items will be processed or offered for sale, for example:
 - Kitchen/s
 - Bar/s
 - Function and/or banquet room/s
 - Housekeeping
 - Offices

- Engineering and maintenance
- Security
- Retail outlets and shops within the venue
- Off-premises situations. There can be circumstances where you will need to transport items off-site, for example:
 - When providing off-site catering at a remote location. There can be a need to transport food, beverages, seating, tables and other requirements to the site
 - When you are part of a larger organization and need to convey stock to a member venue. For example, the organisation may have made a bulk purchase of an item used by all properties and bought the item for a bargain price. The intention of purchasing such a large quantity was to distribute the items between all the properties in the organisation so your job will be to distribute these items or arrange for their distribution.

Moving stock

Safety and house procedures

When moving stock you must match the option you use to the characteristics of the stock to be moved. You must therefore take the following factors into account when determining how best to move items/stock:

- The number of items to be moved
- The nature of the item to be moved, taking into account factors such as:
 - Size/dimensions of the item/load
 - Whether it is hot or cold
 - How awkward it is to hold or carry
- The distance the item has to be moved
- The terrain you will be travelling on, taking into account factors such as:
 - Do you need to go outside?
 - Will you need to go up or down steps or stairs?
 - Is the entire floor surface flat or will there be uneven parts or slip, trip and/or fall hazards?



Always:

- Follow house procedures and all internal requirements as specified by the venue
- Use common sense. Refuse to move anything you believe poses a risk/hazard to your personal health/safety
- Take a little extra time to make sure you do not get injured and stock does not get damaged
- Ensure to the greatest extent possible the safety and integrity of the stock being moved
- Relocate food items to food storage areas in a timely manner (as soon as possible/immediately) to guard against food safety issues and contamination.

Options for moving stock

The basic options for moving stock (taking into account the factors mentioned above) in a venue include:

- Using trolleys to move stock. There are many different models or types available, such as:
 - Two-wheel trolleys
 - Stair-climbing trolleys
 - Four-wheel flatbed trolleys
 - Four-wheel trolleys with multiple shelves
 - Trolleys with hard wheels or pneumatic tires
- Carrying items by hand
- Reloading stock into another vehicle to transport to another location
- Using pallet jacks (or forklifts) to move pallets of stock. Ensure fork lift operators have a current licence where the law requires them to be licensed.



2.2 Apply appropriate occupational health and safety skills

Introduction

All stock should be stored in the appropriate location and in accordance with organisational and legislated OHS procedures.

OHS requirements relating to the handling of items are reasonably standard across all industries.

Safety issues when moving stock

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 kg.



- 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.



2.3 Unpack stock items, as required

Introduction

Many items received into stock will need to be unpacked as part of the storage process.

Unpacking practices

When unpacking stock you must follow all house policies and procedures. For example, if the venue had a 'full' carton policy in the store rooms you would not unpack individual items from cartons.



General requirements

Unpacking stock can require you to:

- Remove individual items from cartons and/or packaging and load stock into storage bins or storage areas – see next section
- Check the quality and suitability of every item unpacked to ensure:
 - Items are not damaged or broken:
 - Nothing is leaking
 - No seals are broken
 - Items, cans, drums, bottles, packets and sacks of goods are intact
 - Use-by and/or best-before dates are appropriate to the usage rate of the venue

- Check to ensure no pests, rodents, vermin or dirt is introduced into the store through the items being unpacked
- Verify items look suitable for the purpose they are to be used for using the various senses (smell, sight, touch and taste as appropriate) and a combination of industry and venue knowledge and common sense. This involves a quick check of each item to ensure (as appropriate to the nature of each individual item):
 - Linen is the expected/correct colour. If you know the property always uses white sheets, it would cause concern if the delivery of sheets you were unpacking was blue in colour
 - Fruit and vegetables are fit for the purposes they are going to be used for. This may involve checking to ensure food intended to be eaten 'as is' is free from blemishes, are not bruised and are suitable for sale or use. Items to be used in stocks, stews and sauces can be of lesser quality but must still meet internal specifications and all food safety requirements
 - Matches the information on the carton or packaging from which it is being taken
 - The fitting for light globes matches the fittings in the venue. There is no point stowing 'bayonet' light fittings in store if the property uses 'screw in' globes
- Adhere to 'full box/carton' policy in stores where this is an internal requirement.

2.4 Load stock into storage units

Introduction

Stock must be placed in to the designated storage areas and may need to be loaded into appropriate storage units.

It is important to maintain 'order' in the storage areas – 'a place for everything and everything in its place'.

Special requirements apply to food.

Storage units/options

Storage units may include:

- Shelves
- Bins
- Specially provided storage containers.

In addition:

- Items may need to be stored in individual departments/working areas as mentioned in 2.1 (plus, see below)
- Food and beverages require special treatment.



Shelves

When loading stock on to shelves the following practices should be adhered to:

- Clean the shelf before loading the stock
- Do not over-stock or over-load shelves. This can cause them to collapse and items to fall off
- Move existing items to the front and put new items behind
- Check use-by and best-before dates of existing stock and adjacent items
- Store similar products together. 'Group' all products of the same type
- Load heavier items of lower shelves to help avoid injury
- Use ladders to store stock on high shelves. Do not over-stretch or over-reach: never stand on a chair or box to reach a high shelf
- Load stock with labels facing the front to assist in identification
- Keep stock on shelves neat to optimise space on shelves and aid in stock control.



'Bins'

Many stock items are stored in specific locations in the general storage area. These locations may be referred to as 'bins'.

These are not rubbish, garbage or trash bins.

A bin may be a:

- A shelf
- Part of a shelf
- A box into which items are placed
- A cupboard
- Some other physical place where stock is placed.

A 'bin' does not have to be an actual bin. The term refers more to a concept than a physical storage unit.

This concept of 'bins' relates to the term 'bin card' (a document used in a paper-based stock control system – see 4.2).

Specially provided storage containers

Specially provided storage containers may be made from plastic or metal and are used to:

- Provide extra security for items where the original packaging is not deemed sufficiently robust
- Increase storage space because storage containers can usually be stored on top of each other
- Assist in identification of stock. Most storage containers will have a sign on them stating what is contained inside
- Enable easy access to a product or items. The lids of storage containers are relatively easy to remove.



When loading stock into storage units:

- Rotate stock – place new stock at the bottom and move existing stock to the top
- Check container is clean – clean it where necessary
- Verify integrity of container – replace or repair if damaged
- Ensure lid makes a tight fit – storage containers are usually supplied with a lid intended to make a tight fit.

Storage in individual departments

In lots of cases there will be a need *not* to physically store products delivered in the stores area but to transport them immediately to the department that ordered them. They are then used straight away or stored within the individual department for them to access and use as they require.

Individual departments may have specific storage areas (such as the Linen Room in the Housekeeping area) or there may just be a requirement to:

- Place items in the office of the manager for that department
- Put them in locations you are told to put them: “Just put it over there and I’ll look after it later”. The reality of storing individual stock items or small amounts of stock is often very basic and *ad hoc* as opposed to conforming to some Best Practice model embracing security and strict stock control protocols
- Give items directly to staff working in the department so they can start using them
- Distribute items throughout the property as required. This can apply to items used to decorate the venue (flowers, posters, artwork, promotional material), things provided for guest/customer convenience (such as ash trays, pens and paper, phone books).

Food storage

Storage of food has special importance due to the need to maintain the safety of the food.

There are 3 basic food storage methods:

- Dry goods storage
- Refrigerated goods storage
- Frozen goods storage.

General requirements

Safe food handling requirements in relation to food storage include:

- Use food grade materials to store food susceptible to contamination – stainless steel is preferred
- Cover food to protect it from contamination
- Rotate stock to ensure it is used in the correct sequence – see section 3.1
- Keep all storage areas and equipment clean
- Never store food (including packaged food) directly on the floor. Put cartons on pallets, shelves, trolleys or in ‘bins’

- Ensure pests and rodents are excluded from food storage areas. Conduct a regular (at least weekly) inspection to check this, and take appropriate action when evidence of pests or rodents is discovered.

Dry goods store

The dry goods store is a non-refrigerated store where canned and dried food is kept. It may be room size, or a variety of cupboards and/or pantries. Ensure:



- The area is fly and vermin-proof to minimise contamination by pests
- It is well ventilated and lit to deter pests and to allow staff to see what they are doing and identify spillages, infestation, problems
- It is never overstocked – excess stock costs money (that is, increases the chance of stock needing to be paid for before it is used or sold), clutters things up, and increases the chance of out of date stock being used
- It is fitted with doors making a proper fit when fully closed to help exclude pests
- The lowest shelf is sufficiently far enough above floor level (250mm) to enable air circulation around produce, and to allow mops and brooms to get under the shelves when cleaning is required
- Bulk food containers used are made from food grade materials and have tight-fitting lids. Plastic garbage bins are not permitted to be used for food storage as they are liable to splitting, do not have a smooth internal surface to facilitate cleaning and do not protect against mice and rats
- Food storage containers are cleaned and sanitised before being re-used or re-filled. This is to guard against batch-mixing.

Refrigerated goods store

Refrigerated storage is used for fruit and vegetables, dairy products, meat and all other potentially hazardous foods.

Refrigerated storage may occur in cool rooms, under-counter refrigeration units or domestic refrigerators.

Ensure:



- The temperature is kept at 5°C or below and this temperature is checked with an independent, calibrated thermometer at least once per day
- The maximum time high risk foods should be stored at 5°C or below is 7 days. Food should be eaten within this time or discarded. Where the temperature is 3°C or less, this time could extend beyond 7 days
- The cool room or refrigerator door is closed between uses and an effort made to minimise opening times by planning these openings. An open door raises the temperature and makes the unit more expensive to operate as well as potentially jeopardising food safety
- The cool room/refrigerator is not overcrowded to enable air to circulate freely around food items

- Food loads put into the cool room/refrigerator are broken down into smaller units to enable faster cooling. Where large units of food are placed in the refrigerator it takes longer for the core of the food fall out of the Temperature Danger Zone (5°C - 60°C)
- All food is covered and protected from contamination using, for example, plastic film with a label attached to identify the food and the date/time it was placed under refrigeration
- Potentially hazardous raw food is separated from cooked and/or ready-to-eat foods – this is to prevent cross contamination. Never store potentially hazardous raw food above cooked and/or ready-to-eat foods as there is the potential for raw blood and raw juice to drip down on to the food below.

Frozen storage

Every time the freezer is used, it should be standard practice to visually check the temperature and notify management where there is a problem. Do not overload freezers as it takes too long for the middle of products to freeze.

Ensure:

- Food is kept 'hard frozen'. The recommended temperature range is -15°C to -18°C
- Hot food is never frozen – cool it first
- Thawed items are never refrozen
- Freezers are defrosted regularly to maintain operating effectiveness and encourage use or disposal of items in the freezer for some time
- Freezer doors are kept closed when the freezer is not in use
- Freezer temperature is be checked at least daily to ensure correct temperature
- Large amounts of food are not frozen as this encourages others to defrost the item and then re-freeze it. In practice this means freezing slices rather than slabs of meat, and using shallow storage containers rather than deep ones
- Manufacturer's instructions regarding the storage of frozen food products are followed. These may relate to storage temperatures and the length of time the product can be stored (for quality and/or safety reasons).



2.5 Remove waste from the storage areas

Introduction

All storage areas must be kept neat, clean and tidy.

An important aspect of this is to remove waste.

Activities involved in keeping storage areas clean

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.

2.6 Label stock to identify items

Introduction

Most stock delivered to a venue will already be labelled sufficiently for the purposes of storage and general use of the item.

Where items are delivered without some form of appropriate identification, wrapping or labelling, or where you need to take individual items out of packets, cartons or wrapping you may need to provide your own labels for these items.

Labelling requirements

Activities involved in labelling stock can include:

- Physically placing existing labels on storage containers and shelving in order to:
 - Identify the stock items
 - Display delivery date
- Preparing hand-written and/or computer-generated labels and attaching them to individual stock items
- Using electronic bar coding and labelling equipment and attaching labels to:
 - Shelves
 - Containers
 - Individual stock items
- Observing food safety requirements in relation to the labelling of food such as:
 - Labels, tags or spikes must not make direct contact with food
 - Ensure day/date and time of delivery is noted on label
 - Any re-packaged food items must be labelled with details of the original package/item.

Labels for stock items are usually positioned immediately above or below the item/shelf. In some cases a label may actually be attached to the item itself.

The primary purpose of clear and accurate labelling is to identify clearly the items in stock; on the shelf or in other storage areas. For example, it is virtually impossible to *visually* differentiate between:

- Single bed sheets
- Double bed sheets
- Queen-size bed sheets
- King-size bed sheets
- When they are folded and sitting on a shelf.

Appropriate labelling overcomes this problem helping staff to easily identify and access the correct size sheet and also helps with the *placement* of stock on shelves or into storage bins.

What is a label?

Exactly what constitutes a 'label' varies. There are three common, generic styles of labels:

- An adhesive label peeled from a roll of pre-printed labels
- A computer-generated 'document' printed out from the stock management system
- A simple hand-written note or adhesive label with the relevant information written on the label with a marking pen.

Supplementary reasons labels are used on stock items

Labels will mainly serve to identify the item but information on the label may also include:

- Directions to staff – “Use this first”, “Check with Graham before using”
- Advice to staff – “Last one – no more being ordered”
- Allocation of items – “For use by Kitchen/John Barnes only”.

Other Characteristics of the Linen Store

The linen store must also:

- Be clean
- Provide limited access to authorised personnel only
- Carry 4-par stock levels – 1 item on the bed; 1 item ready to go on the bed
- Avoid damp conditions
- Keep bed linen and other items (uniforms, dining room linen) separate
- Feature different areas for handling soiled linen and storing clean linen
- Be inspected at least weekly for signs of problems including infestation or damage.



Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

2.1 Provide evidence (photographs and/or video) of you storing stock in your workplace following a delivery.

The evidence must provide proof you can:

- Move stock (food and non-food items) safely and without damage from the delivery area to designated storage areas
- Unpack items from cartons, wrapping and packaging materials
- Load items into storage bins/containers, on to shelves and/or into the stores areas as required by house protocols and the requirements of individual stock items
- Remove waste and maintain stores areas in a clean and tidy condition
- Label stock, shelves or stock areas appropriately to facilitate identification of stock.

Summary

Store stock

When storing stock:

- Move deliveries promptly to their designated storage area or required 'working' department
- Treat all food deliveries with priority due to food safety concerns
- Take care when moving and storing stock to avoid damage to stock and injury to self
- Check quality of items when unpacking items
- Load items into designated storage units
- Keep the stores areas clean and tidy by removing waste
- Re-use and recycle items as appropriate
- Label stock to facilitate identification, retrieval and stock management/rotation.

Element 3: Maintain stock and storage areas

3.1 Rotate stock aligning with enterprise and stock item requirements

Introduction

It is standard procedure all stock delivered into a venue needs to be rotated so the older stock is used before the newer stock.

Why is stock rotation important?

Stock rotation must be applied to help avoid situations such as:

- Stock loss due to items becoming out of date stock
- Stock looking old and tired by virtue of spending too long in storage. This stock is unattractive and customers will not buy it
- Damage to stock – or a reduction in quality – that may occur if stock spends excessive time in storage. The longer an item spends in storage the greater the risk of damage to it.



Does stock rotation apply to all stock?

Generally speaking, yes.

However there are limited instances where certain products may be bought with the deliberate intention of not rotating them.

For example:

- Some wines may be bought and cellared for future use as a specific strategy to increase their value
- Some meat may be purchased and deliberately kept to 'age' it.

Stock rotation options

The four stock rotation options are:

- First In, First Out (FIFO)
- First In, Last Out (FILO)
- Last In, First Out (LIFO)
- Last In, Last Out (LILO).

What stock rotation system applies?

The most commonly used method of rotating stock in hospitality outlets is the First In, First Out method.

This means stock should be used or sold in the order it has arrived into the premises.

In practice this means you will need to:

- Move old stock forward and place the new stock behind it. Never load new stock in front of existing stock
- Lift existing stock up and put new stock under it
- Create a new storage area/stack for new stock and make sure the old stock is used before this new stack is started
- Log the identification information on items (such as kegs of beer, cartons) when they are delivered by *date of delivery* and then make sure you refer to this record when using kegs or cartons to make sure you use the old ones first
- Check best-before and use-by dates and use oldest stock first.



Other stock rotation practices

Mini bars



Stock items such as those in mini-bars – chips, nuts, biscuits and some beverages – need to be rotated on a regular basis *between guest rooms* to avoid these items passing their use-by date.

For example, every establishment will have rooms that are *infrequently used* i.e. they are occupied only when the venue is running at 100% occupancy.

In these rooms, it is important to regularly check mini-bar stock use-by/best-before dates.

When stock has been identified as nearing its expiry date, the item should be moved to a high-sale room where it will sell prior to its use-by date, or the item may need to be removed from service and discarded.

All discarded stock represents a total loss to the establishment and is to be avoided.

Bars

Where beverages have a use-by or best-before date a check must be kept on them to make sure they are also rotated between departments, bars or outlets within the premises to ensure they are used/sold before these dates are reached.

For example, a product not selling/being used in a dining room bar may be relocated to another, busier bar to make sure it is sold.

Any stock moved between departments should have an accompanying 'internal transfer sheet/record' completed – see below.

Housekeeping

Stock in a housekeeping department is valuable and should be treated as such.

Staff must understand while certain items may be referred to as 'giveaways', they are not intended to be given away to staff.

Where staff take these items for their own use, it is theft and can lead to instant dismissal.

Most properties will have strict rules forbidding staff taking home any items even if they are out of date. This is to guard against staff *deliberately* allowing things to exceed their use-by/best-before date, and to prevent the possibility of them sneaking in a couple of in-date items with the unusable items.



Internal transfer sheets

Any stock moved *between departments* for whatever reason (for example, for stock rotation purposes, or where one department borrows an item from another department because they have run out) should have an accompanying 'internal transfer sheet/record' completed to enable management to:

- Reallocate the item to the department that will actually use it since this is the department that will generate the revenue for the product
- Deduct the item from the stock issued to the original department so the cost of that item is not charged against them when they will not be selling or using it.

Do other checks at the same time as rotating stock

When rotating stock you will be physically handling items so it is a good opportunity to do two (or more jobs) at the same time.

When rotating stock use the process as a chance to:

- Check the dates to identify if stock is approaching its expiry date and needs some sort of action taken to use the items
- Check for signs of pest and rodent attack or infestation e.g. Are there mice droppings on the shelf? Does it appear mice have gnawed through boxes?
- Check the quality of the product e.g. Does it look as if it is deteriorating in storage? Has it been damaged in storage?

3.2 Inspect stock and storage areas

Introduction

Always be aware of the need to monitor stock on hand.

You *may* be required to keep an eye on quantities for reordering purposes (although that may be someone else's job), but you definitely will be expected to check on stock quality while it is in storage.

It should become second nature for you to check all stock is up to the standard expected by the establishment.

Constant checking for quality is useful because the sooner any problem is detected, the better.

If you notice a problem, take appropriate action to fix things or immediately report any situation you cannot fix on your own to your supervisor.

If you are not sure whether or not the situation is a problem or not, report it to your supervisor, let them make the final decision, and learn from their decision.



Inspection practices

The process of inspecting stock and storage areas must include the following practices:

- Undertaking visual inspections. All inspections require you to look at:
 - Floors, walls and ceilings
 - Shelves, bins and storage containers
 - Individual stock items
- Identifying stock approaching use-by and/or best-before date so it can be used, promoted or returned before it is 'too late'
- Adhering to internal inspection protocols. Some venues have:
 - Inspection schedules detailing when to inspect and what items or areas to inspect
 - Inspection checklists. These identify aspects of items or areas to inspect and provide tick boxes to be checked after inspection and include a section for writing down problems identified for later follow up action
- Checking stock quality. This is a constant requirement for every inspection and must become part of what you do every time you handle any item in storage
- Checking for signs of pest infestation. Look for:
 - Signs of physical damage to the storage area itself
 - Damage or degradation of stock items
 - Evidence of the presence of vermin such as cobwebs and/or droppings
- Ensuring stock is aligned with designated storage areas – making sure stock is placed where it should be.

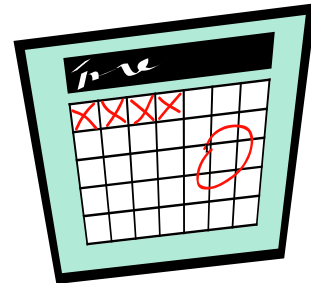
When should I inspect?

Inspection needs to be an on-going activity.

Several opportunities for inspecting or checking stock exist. Many opportunities can be created by *combining* other activities with checking activities.

Stock can be checked for quality at the same time you perform the following:

- Checking stock levels when ordering stock
- Placing new items into stock
- Checking use-by/best before dates
- Taking items out of storage for issuing to departments
- Doing stock takes
- Performing pest control activities such as laying baits, or pest control bombs
- Cleaning and tidying tasks in the stores area.



Follow-up action

If your inspections determine items need to be thrown out, make sure you complete the necessary internal paperwork to notify management what has happened to the items.

This allows them to factor in this loss to their calculations of departmental financial performances, and may:

- Allow them to initiate some claim for the products lost against insurance or suppliers
- Indicate to them a need for training or a revision to SOPs to prevent a recurrence of the problem.

When you need to dispose of stock of unacceptable quality you should also:

- Notify the person/department using those items so they can decide if more stock needs to be ordered. Never just throw stock out without notifying anyone
- Consider if the stock can be converted for use somewhere else in the property to prevent the organisation suffering a total loss. For example, note paper intended for guest use may become degraded in storage to the extent it cannot be presented in in-room compendiums but they may still be perfectly acceptable as note pads for staff use.



3.3 Take remedial action where stock related issues are identified

Introduction

Where you identify a stock-related issue you must *always* take action in response to the identified situation.

The action required can be immediate on the spot remedial action to fix a problem, or action may mean reporting the issue.

Possible remedial action

The action you need to take when you identify a stock-related issue will depend on the issue or problem identified.

It is possible action may require you to:

- Notify relevant personnel. This may be:
 - Your supervisor
 - Owner/operator
 - Supervisor/manager of the department to which the stock relates e.g. Head/Executive Chef; Head Housekeeper; Food and Beverage Manager
 - Purchasing Officer
- Arrange for maintenance where the problem relates to:
 - Damaged equipment, fixtures and/or fittings in the stores area such as shelving, containers, doors, walls, ceilings/roofs
 - Equipment not working as required such as faulty refrigeration equipment and freezers



You may need to organise:

- In-house maintenance – by contacting the Maintenance department
- External maintenance – by arranging for attendance by qualified service technicians
- Relocate stock to protect unaffected stock and/or to prevent further damage to stock already impacted. This is a common requirement in the immediate short-term while you fix the problem or arrange for the issue to be addressed
- Protect stock as an alternative to relocating stock you may be able to take on the spot action to protect stock from further damage/contamination. This could require you to:
 - Close windows or doors
 - Cover the stock
 - Move damaged stock way from undamaged stock
- Dispose of damaged stock. This involves:
 - Disposal of damaged/unfit stock to waste
 - Adjusting internal records to reflect disposal of items

- Notifying relevant departments regarding stock disposed of to determine if replacement stock is required
- Return items to suppliers and/or make arrangements for returning items to suppliers. In limited cases a supplier may be prepared to accept damaged stock for credit. It is possible, for example, the supplier may be able to re-package and resell a product where only the packaging/wrapping has been damaged but the item itself remains in perfect condition
- Arrange for stock items to be used immediately. In some cases an item slightly damaged may be able to be used/sold quite successfully if it is used/offered for sale *immediately*. This means the normal FIFO stock rotation approach is not adhered to
- Act to address identified problems and threats as the need demands. This may involve (depending on the issue):
 - Implementing or arranging for pest control
 - Making repairs to store rooms and/or storage infrastructure
 - Removing imminent threats to stock
 - Removing damaged stock
 - Cleaning
 - Repositioning stock to safer/more secure areas.



3.4 Clean and tidy storage areas

Introduction

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

Maintaining storage areas

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.

Reporting problems

You will need to report instances such as:

- Plant and equipment malfunctions
- Indications there has been a security breach or theft has occurred
- Collapse of shelving or storage equipment
- Situations where you are running out of storage space
- Stock lines not moving or moving slowly
- Stock lines being used faster than normal
- Accidents or OHS incidents
- Conditions exist or have emerged jeopardising the quality or safety of products in store
- Situations where a physical stock count reveals a significantly lesser number of items than the stock control system indicates should be in stock.



Who do you report to?

Any problems identified in storage areas should be immediately reported.

Face to face reporting or using the phone are the usual methods to use.

The person to whom you report can be expected to include one of the following:

- Your supervisor
- The duty manager
- The owner
- The Maintenance department.

In some premises it may also be necessary to accompany this verbal report with some form of written report, such as a Maintenance Card.

3.5 Identify stock usage rates

Introduction

Those with responsibilities for receiving and storing stock may need to also identify usage rates of stock, or nominated stock items.

Context of stock usage rates

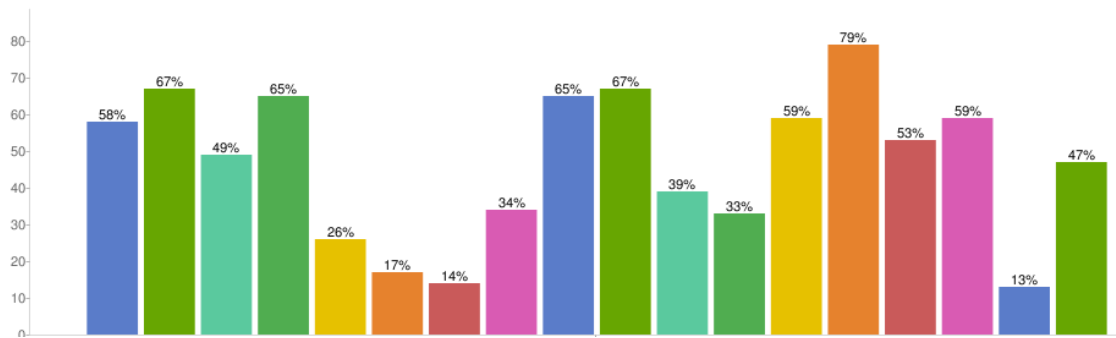
It is worthwhile noting:

- Not all venues require you to identify stock usage rates. Many venues will not require you to monitor, identify and/or report on stock usage rates at all
- Not all stock items may need to be monitored. Where there is a need to identify stock usage rates, management usually only require a small number of items to be monitored and reported.

What is involved in identifying stock usage rates?

Identifying stock usage rates includes identifying both fast and slow-moving stock items. This may be achieved by:

- Using your experience and venue knowledge. Many venues will have 'seasons' or periods when certain items move quickly and less quickly.
- For example, stock tends to move more quickly during holiday periods, festivals and events.
- Each venue will have days of the week, weeks of the month and/or months of the year when trade is slow and, as a result, stock moves more slowly.
- Referring to the stock control/management system in use at the venue. Where a computerised system is in use, statistics for every stock item can easily be produced to show actual stock movement and comparisons with previous periods
- Referring to delivery documentation. An inspection of delivery documents can be a quick way of determining stock usage. Generally speaking the more an item has been delivered, the more it has been used
- Reading and analysing bin cards and requisitions to determine:
 - The volume of stock moved
 - The time period for usage
 - Where the stock has been used.
 - A computerised stock control/management system will provide similar information.
- Physically counting stock and comparing current totals to previous totals. The bigger the difference, the greater the usage rate.
- Identifying use-by/best-before dates of items in storage. Where items are regularly exceeding these dates, the higher the possibility the usage rate for them as slowed. Alternatively, too much was ordered in the first place.



Why monitor usage rates?

The usage rates of individual stock items may need to be monitored to:

- Ensure additional stock is ordered and received before a department/the venue runs out of stock
- Make sure there is never 'too much' stock-on-hand at any one time. Most organisations will seek to limit the monetary value of stock in storage
- Help management compare one trading period with another to determine if action needs to be taken to promote the venue and/or increase sales
- Assist management/administration with:
 - Calculating/determining the financial performance of a department or the venue
 - Investigating poor performance statistics for the venue or a department.

Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

3.1 Provide evidence (photographs and/or video) of you storing stock in your workplace following a delivery.

The evidence must provide proof you can:

- Apply FIFO stock rotation protocols to:
 - Stocking shelves in a store room
 - Loading frozen food into a freezer
 - Placing beverages into a store room.

3.2. Prepare and submit three checklists suitable for use in your workplace to assist staff:

- Inspect non-food stock in a dry goods store
- Inspect the dry goods storage environment
- Clean and tidy the dry goods store.

3.3. You have just inspected the dry goods store in your workplace and identified the problems listed below. Provide a submission detailing the action you would take to deal effectively with each situation:

- Mouse droppings on the floor
- Water damage to stock
- Evidence stock is being taken from the store without permission or proper authorisation.

3.4. Identify one product or stock item your workplace uses. The item can be food, beverage or any other item.

For the item you have identified:

- Describe how you would calculate the usage rate for the item.

Summary

Maintain stock and storage areas

When maintaining stock and storage areas:

- Ensure all stock is rotated according to the method/option appropriate for each item – FIFO is the most common
- Be alert to rotating stock in all areas of the venue – not just the dedicated stores areas
- Complete internal documentation/systems when stock is moved between departments
- Complete internal documentation/systems when stock has to be discarded or returned to suppliers
- Combine tasks. Check use-by dates when checking quality; check for pest infestation at the same time; do all checks when counting items
- Conduct regular checks and inspections of all stores and all items in store
- Take immediate and appropriate action where a stock-related issue/problem is identified. If you cannot fix the problem, report it
- Notify relevant personnel when a stock-related issue is identified
- Maintain the stores areas in a clean and tidy condition. Following cleaning schedules, using checklists, implementing food safety protocols for the premises
- Determine stock usage rates in accordance with internal demands – refer to systems, actual stock and relevant documentation to identify fast-moving and slow-moving items.

Element 4: Finalise documentation and stock management system requirements

4.1 Check and verify stock related documentation

Introduction

All staff involved with receiving and storing stock will have some responsibilities relating to stock-related documentation.

Some venues will require you to do more in this regard, than other establishments.

Earlier notes have explained many responsibilities relating to, and the roles of, the majority of these documents.

Documentation

Stock-related documentation needing to be checked and verified can include paper-based documents or their electronic equivalents.

Documents to be checked and verified can include:

- Purchase orders – see 1.1
- Delivery dockets and invoices – see 1.4
- Statements – see 1.6
- Credit notes – see 1.6
- Requisitions – see 1.10
- Internal transfers – see 3.1
- Bin cards – see below.



Bin cards

Bin cards are not used by every business. Where bin cards are in use, one bin card is used for every item of stock.

If you had 3 or 4 different variations of a stock item (such as different sizes, different qualities) you would have one bin card for every option.

Bin Cards are stock control cards which are located with the stock items. That is, they are not kept in the office or at some remote location. They are physically present where the stock is. They record:

- The physical stock-on-hand in the 'bin' which is a total that changes as stock is received and as stock is issued
- When stock was delivered, by date, and how much was received
- Where stock has been issued to by department, date and quantity.

The bin card may also contain additional information such as:

- Name and contact details of the supplier
- Last cost price for the item. This is written in pencil so it can easily be updated as prices change
- Minimum stock levels, maximum stock level and reorder quantity.

Where an electronic stock system is in use, all the information on a bin card will be available through this computer-based system.

Checks to be made

Checking prices

Your role in checking deliveries may require you to check the calculations and the pricings made on invoices by the supplier: in some venues, this role is undertaken only by the accounts department or the owner/operator of the business.

Checking prices may mean:

- Checking the prices charged on the invoice against prices quoted in the price list/catalogue provided by the supplier (online or in hard copy form) and notifying management/accounts where there is a discrepancy
- Checking the prices charged on the invoice against the *previous cost price* as listed on paper-based or electronic format stock control records (such as bin cards, or individual stock Item documents on the computer-based system)



This check is made so operators get immediate notification when the cost price of raw materials or incoming goods rises so they can adjust selling prices to retain the level of profit the property requires.

Price lists

Most suppliers will provide some form of price list to businesses.

This price list may be:

- Electronic format where prices are listed online
- Hard copy where the supplier provides a price list or catalogue. Price lists or catalogues are usually only 'current' for a limited time such as one month (as identified on the price list/catalogue itself).

These price lists/catalogues usually contain some readily identifiable way of:

- Indicating prices that have risen since the previous price list/catalogue
- Highlighting items that are 'On Special'.

Checking calculations



Checking calculations means double-checking all calculations carried out on the invoice by the supplier. In practice this means you will do your own calculations based on the information applicable to each invoice to confirm the figures on the document or identify discrepancies and variations in relation to:

- Verifying extensions. Extensions are where more than a single item has been bought. For example, you would confirm the listed price 'per unit' (comparing the invoice price against the price list, catalogue or quoted price) and then check, for example, five items at the listed 'per unit' rate actually totalled the amount shown on the document (cost price multiplied by five)
- Ensuring the correct amount of tax had been calculated using the correct rate/percentage and verifying the total amount of tax
- Verifying the total of goods purchased plus taxes is the correct 'sub-total' amount
- Making sure applicable deductions had been applied in accordance with your entitlements. These may include some form of discount (relating to quantities, amounts or volume purchased) so there may be a need to check which discount rate applies and then confirm it has been calculated and allowed as expected
- Confirming other charges have only been applied by the supplier in line with their stated Terms and Conditions. These charges only apply to certain suppliers and can apply to things such as:
 - Picking and packing charges. A fee charged by suppliers for selling individual items (as opposed to a full carton/box). It is paid to them for the time/labour required to 'pick' an item out of a carton and 'pack' it into another box for delivery to you.
These are also known as 'repack' charges
 - Insurance – paid to cover loss of, or damage to, goods in transit
 - Delivery/freight fees – paid to cover the cost (vehicle, labour, petrol) of delivering the goods to your premises.

Remember, just because an invoice has been computer-generated does not mean it is correct.

Rebates

You may be required to apply for rebates or gather together all necessary information to enable management to apply for rebates to which they are entitled.

A rebate is money a purchaser can get back from the supplier *after* they have bought the item.

It is similar to a discount but different in that:

- Discounts are given when you purchase and function to reduce the amount payable
- Rebates are given after the purchase has been made. You initially pay full price and *then* get money back
- You have to apply for a rebate whereas a discount is normally given without the need to apply.

Verifying documentation

As part of this procedure you may be required to verify:

- Only items listed on order documentation from the property have been delivered or are listed on delivery documentation. Items delivered but not ordered may need to be returned
- Items listed on a delivery docket are the only ones listed on the matching invoice
- Items returned for credit receive a credit note
- The statement is a true and accurate reflection of the invoices and credit notes for the period.



Recording variations

When a variation has been identified, the discrepancy (or 'error') – whether it is over or under or related to quality or price – must be noted on the appropriate accompanying paperwork (which may be an invoice, a delivery docket, and/or a purchase order).

The reason for recording the variation is to ensure the venue does not pay for any item not ordered or any item not received.

It also provides written evidence there is a concern, problem or query that may need to be addressed by the next person in the account processing chain.

All variations must be recorded and reported in accordance with the establishment's procedures and policies where they vary from what is presented here. Noting the discrepancy on the documents is standard industry practice, but your establishment may also require you to verbally pass this information on to a nominated person, along with a detailed explanation of the point at issue.

Following-up on 'other items'

Many suppliers offer inducements to buyers to encourage them to make purchases.

Common inducements are low prices, great service, discounts and rebates.

In addition they can offer:

- Free items. These can be almost anything. For example, a food supplier may offer a free box of chickens with every purchase above a nominated amount
- Bonus products. The supplier may supply 13 items whenever a dozen items are bought, or a free case of product whenever a pallet-load is bought
- Gifts. These can be tickets to sporting events, holiday vouchers or personal items related to a nominated volume of product purchased, a certain value of money spent, or being an on-going customer over a designated period
- Samples. Suppliers may provide you with free samples of new product, or products different to what you have bought or ordered to demonstrate the other items they have for sale.

All the above items belong to the venue. They are not gifts or presents for the person who receives the goods.

All the above must be forwarded to management so they can decide how to treat them.

Where promised free items or gifts have not arrived as agreed, you may be required to follow-up with the supplier to obtain these items or identify problems preventing their supply.

4.2 Enter data into stock systems to update stock levels

Introduction

Your in-house training will provide you with the information and practice you need to operate the stock control system used in your workplace.

Stock control systems used by properties can be either manual or computerised.

Why do venues have stock control/management systems?

Stock control is used by properties for many reasons which include:

- To identify theft
- To determine the financial performance of departments and the venue overall
- To limit the amount of money tied up in stock on hand ('inventory')
- To make sure the property does not run out of stock
- To track the cost price and selling price of items.

Stock control/management systems in use

The stock control/management options in use may be manual (paper-based), or electronic (computerised).

Computerised systems



Larger properties or organisations with large stock turnover rates tend to use a computerised stock control/management system.

They may use an 'off-the-shelf' commercially available software package but often use one based on such a package but which has been modified to suit the needs of the individual business taking into account the type of business, what it sells, the number of revenue departments, volume of stock and number of different stock lines.

An electronic (computer-based) stock control system may be integrated with point-of-sale equipment (such as registers/terminals) and accounting software for payment of accounts and generation of invoices.

The systems commonly used have been developed for the hospitality industry and are normally supplied with:

- User training where experts from the company supplying the system provide face to face, on-site training

- A comprehensive User manual to provide detailed information on how to create files, amend/update them, enter data, print required information
- A training section allowing hands-on practice in a part of the system not interfacing with the operational part of the computer.

Popular systems (and relevant websites) include:

- CHECK EAM – <http://www.mbtcheck.com/products/cpa.htm>
- IBS – <http://www.ibs.net/au/>
- HISintercative – <http://www.his.com.au/>
- Barmetrix – <http://www.barmetrix.com/>
- Maxial – <http://www.maxial.net/>.

Generic software packages are also available through Microsoft – visit <http://www.microsoft.com/enterprise/industry/retail-hospitality/default.aspx>.

Even where a computerised/electronic system is in use, paper-based documents (such as Purchase Orders, Delivery docket, Invoices, Credit notes, Statements, Sales docket and cash register/point-of-sale terminal audit rolls/tapes) will usually provide the raw data entered into the system.

From a 'receiving and storing stock' point of view, use of this system may involve you in:

- Creating files for new suppliers
- Entering supplier and product details such as names and addresses, prices, minimum order quantities
- Deleting files relating to individual suppliers and product lines
- Updating data – entering details of:
 - Deliveries into the system - quantities and dates
 - Stock issued or transferred to departments
 - Returns to suppliers
 - Stock that has been damaged or has to be discarded
- Adjusting stock levels given on the computer on the basis of physical stock takes.

Every stock item has its own file in a computer-based system. Every bottle size for the one brand will have its own file, every different vintage and/or variety of a wine will have its own file, different qualities of spirits (such as red label, green label, black label or three-star, five-star) will have their own file.

It is critical the correct file is accessed when updating information for the product.

Paper-based systems

Properties operating a paper-based stock control system will use the following internally-generated documents as the basis for their system:

- Purchase orders
- Bin cards
- Requisition forms
- Internal transfer sheets
- Sales docket and cash register audit rolls/tapes recording revenue earned
- Checks recording payment for stock received.



In addition to these *internally*-generated documents, the paper-based system also uses *externally*-generated documents such as Delivery dockets, Invoices, Statements and Credit notes.

'Books of account' are also maintained by management/administration for taxation and business performance monitoring reasons.

Updating system information

Information will need to be updated in the stock control/management system when stock is:

- Ordered – so deliveries can be anticipated, and so others know what has been ordered to avoid 'double ordering' of an item
- Received – identifying what has been delivered by item type, description and quantity
- Moved into storage – showing movement of stock within the property
- Issued to a department – indicating stock issued to operating departments by type, date, and quantity
- Returned to a supplier – listing items returned to suppliers, reason for return and date so a check can be kept on credit for such items
- Moved between departments – to enable accurate performance statistics to be calculated for each department
- Disposed of at a lesser selling price than normal – perhaps due to damage, or the fact stock was approaching its use-by date
- Given away – as a donation to a charity, club, for PR purposes
- Thrown out – due to damage, being in an unsafe or unsaleable condition.

Information may also need to be updated when:

- New stock lines are purchased. New files will need to be created providing (depending on the system being used) details such as:
 - Product type and brand name
 - Size, volume, weight
 - Supplier name and contact details
 - Internal stock code for the product
 - Maximum, minimum and reorder figures for the item
 - Cost price and selling price.



Providing the details in data fields is also referred to as 'populating' the data fields

- Lines are quitted. This may involve the closing of a file when the business decides it will no longer stock, buy or use the product
- New suppliers are used. The same product can be purchased from different suppliers and from time to time the venue may switch suppliers if they can obtain a better deal (or service) from an alternate supplier

- Where the venue elects to change suppliers, the file for the product remains but some data fields within the file will need to be changed to reflect the different supplier, new price or other relevant detail
- Different sizes or qualities of product are introduced to the system. Every stock item has its own file. You cannot add a different size, quality, style, colour, brand name into an existing file. A new file must be created which updates the system to reflect the change in product
- Changes are made to purchase prices and/or selling prices. If the cost price of an item changes, this must be updated into the system. If the venue alters the selling price, this too must be updated.

Note:

- Not all systems require cost and selling prices to be entered
- Many properties will require administration staff to enter this data
- Management alters directions in relation to the size of inventory such as amending maximum, minimum and/or reorder levels/quantities.

Speed and accuracy

All information to be entered into a stock control system must be entered in a timely fashion.

In practice this should be seen as 'within 24 hours' of the event happening giving rise to the information being generated.

While speed is necessary, accuracy is essential in entering data into any stock control system, however management will always prefer you to take a bit longer in entering data but to get it 100% right.

It is more important to be accurate than it is to be fast.



4.3 Authorise supplier documentation for processing and payment

Introduction

If you have any responsibility for receiving stock, you will always have some responsibility for authorising the delivery for payment.

Never pay for goods delivered

It is standard industry practice that you never pay a delivery driver for goods delivered to the venue.

If a driver requests cash or other payment for deliveries, they should be referred to management.

This applies even though delivery drivers may:

- Insist on payment
- Point to paperwork on which is printed 'Cash only' or 'C.O.D'.

The only exception to this is a situation where management has already advised you there is a need to pay cash for a delivery, and they have given you money to pass on to the delivery driver.

Activities involved in authorising documents

The following are activities you will be required to complete to enable the processing (filing, entry of data into bookkeeping systems) of delivery documents and payment of accounts:

- Record and resolve issues arising on the documentation before it is forwarded. Issues may involve:
 - Short-deliveries
 - Over-delivery
 - Incorrect items delivered by brand, type, size, colour
 - Failure of items to align with purchasing specifications
 - Items refused or rejected
 - Damage to stock
 - Items returned to supplier for credit



Remember: Resolve these problems before forwarding documentation and authorising payment.

Double-check any notations made on documents to ensure they are clear, correct and comprehensive. It is often necessary to accompany this written record with a verbal report or explanation.

All stock shown as 'Outstanding' (see section 1.4) should be received before forwarding documentation for processing

- Record action taken. This requires you to indicate follow-up action you have taken to address identified issues, for example:
 - Telephone calls to the supplier to clarify the delivery including promises made by them to rectify the situation
 - Sourcing of a new products from a new/different supplier
 - 'No action taken'. This should be written on documents where you have taken no action in response to the situation. This can happen when you are very busy accepting other deliveries and/or storing items
- Match all relevant documentation – this may mean making sure, as appropriate:
 - Purchase orders are attached to delivery dockets
 - Delivery dockets are attached to invoices
 - Credit notes are attached to delivery dockets/invoices

The intention is that all paperwork relating to a single delivery is grouped together

- Ensure the correct price has been charged. If the item was listed in a price list/catalogue at 115.00 each, you need to check you are not being charged more than this.

In some businesses, this check may be done by management/administration

- Signing, initialling and/or dating documents. This is the most common requirement relating to forwarding documents for processing and payment.

You must realise how important your signature on the delivery documentation is. If you sign for a delivery, management/administration will assume all the items signed for have been delivered and are in good condition.

In most cases, your signature authorises payment for the goods so it is your responsibility to ensure you only sign if you are certain the delivery is correct.

Any variance between the delivery documentation and the actual delivery must be described on the paperwork.

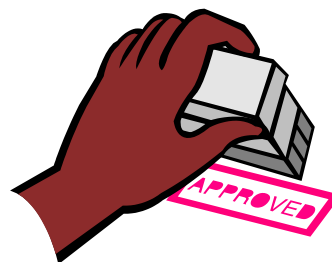
It is never acceptable to sign for any delivery unless it has been inspected, checked, counted, and verified

- Forward the documents. This means passing on all delivery documents to management/administration so they can process them and pay the accounts.

Delivery documentation should be forwarded 'as soon as possible' providing:

- All the necessary checks have been made on the deliveries
- All necessary notations on the documents have been made
- You have finished using the documents to update the stock control/management system as required by the venue

At a minimum, all documentation should be forwarded on a daily basis.



Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

4.1 Prepare and submit a short report detailing for your workplace the activities you undertake and the checks involved when you:

- Check and verify delivery documentation
- Enter data/information into the stock control/management system at your workplace
- Authorise delivery documentation for processing/payment.
- Your submission may include photographs and/or video.

Summary

Finalise documentation and stock management system requirements

When finalising documentation and stock management system requirements:

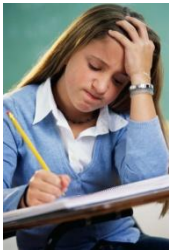
- Check all internal and external documents
- Verify all documentation, prices and calculations
- Compare prices charged against prices quoted
- Record variations, discrepancies and errors
- Follow-up as required to resolve issues
- Update the stock control/management system to reflect changes in relation to stock-on-hand, suppliers, or process
- Always ensure accuracy of all entries made into the stock control/management system It is more important to be correct than it is to be fast
- Never pay for goods delivered unless specifically instructed by management to do so
- Ensure all documents are properly checked and verified before forwarding them to management/administration for processing and payment. Record any issues/problems on the paperwork before forwarding it
- Forward delivery documentation on a daily basis.

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organized. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognize and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

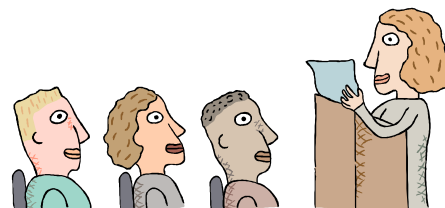
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

Bernard, D., 2008 (4th ed'n), *Food and beverage management*, Oxford [England]; Butterworth-Heinemann, Boston

Dittmer, P., 2008 (9th ed'n), *Principles of food, beverage and labour cost controls*, John Wiley & Sons Inc., Hoboken

Hickman, A., 2008, *Receive and store stock: SITXINV001A*, William Angliss Institute, Melbourne, Australia

MWTC Pty Ltd, 2006, *Vocational language, literacy & numeracy activities to support Certificate III - Advanced Diploma in Hospitality Industry THH02: core/elective unit THHGGA06B, Receive and store stock*, Scarborough, Queensland, Australia

Spears, M. C., 2010 (7th ed'n), *Foodservice organizations: a managerial and systems approach*, Prentice Hall, Boston

Trainee evaluation sheet

Receive and store stock

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



William
Angliss
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Specialist centre
for foods, tourism
& hospitality



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