

How to Process a Delivery

1. Before the delivery driver leaves, compare what is delivered with the total box/case count on the invoice. Do they match?
2. If they match, sign the copy and release the driver. If they do not match, tell the driver, note the shortage on your invoice copy, and tell the Shop Manager or Ken directly or by e-mail.
3. Put the signed invoice inside (not on top) the Invoices & Receipts Basket in the catering room.
4. If the delivery items need refrigeration, put them in the Walk-In Cooler until the order is staged. Otherwise, put the delivery items on the Staging Table in the Back Room.
5. The Shop Manager or Lead Cheesemonger will assign a person to unpack and stage the delivery.

Unpacking and Staging Cheese and Meat Products

- Take the delivery from the Walk-In Cooler, and unpack all the items. Make sure the cheese is in good shape and undamaged. If not, inform the Shop Manager or Ken directly or by e-mail.
- If it is a new item, leave it in the Walk-In Cooler until the Shop Manager or Ken can put in the system.
- If it is a current item, unpack it and check to see if more is needed on the floor. Break down the block or wheel for the cheese case, etc. Current inventory that cannot be placed in the case, should remain in the Walk-In Cooler. (Blue cheese should always go on the bottom shelf.)
- Cheese that requires pre-cuts must be scheduled as a project in the Catering Room. Tell the Shop Manager or Lead Cheesemonger.
- Cheese going into the cheese case requires signage. Notify the floor team that the cheese has arrived by making a note on daily list.
- Put any remaining invoices or receipts in the Invoices & Receipts Basket in the catering room.
- Break down the delivery boxes and put them in the recycling area or outside in the dumpster.

Unpacking and Staging Other Products

- Unpack and lay out nonperishable products on the Staging Table in the Back Room.
- Print bar code labels for current (in stock) items and put them on the item. Place our bar code labels next to the manufacturer's UPC code on the item (not over it).
- Check the shop floor to see if there is space to stock current items there. If there is space, put labeled items on the shop floor, rotating stock so that newest is in back and oldest in front. Remove any out-of-date items from the floor and place them in the Back Room.
- Any remaining items must be organized on the metal shelves in the Back Room.
- Stage new items on the table and notify the Shop Manager or Ken. They will review the invoice to establish prices, put them in the system, and print new bar code labels.
- Put any remaining invoices or receipts in the Invoices & Receipts Basket in the catering room.
- Notify the team that the item has arrived by making a note on the daily list.
- Break down the delivery boxes and put them in the recycling area or outside in the dumpster.

