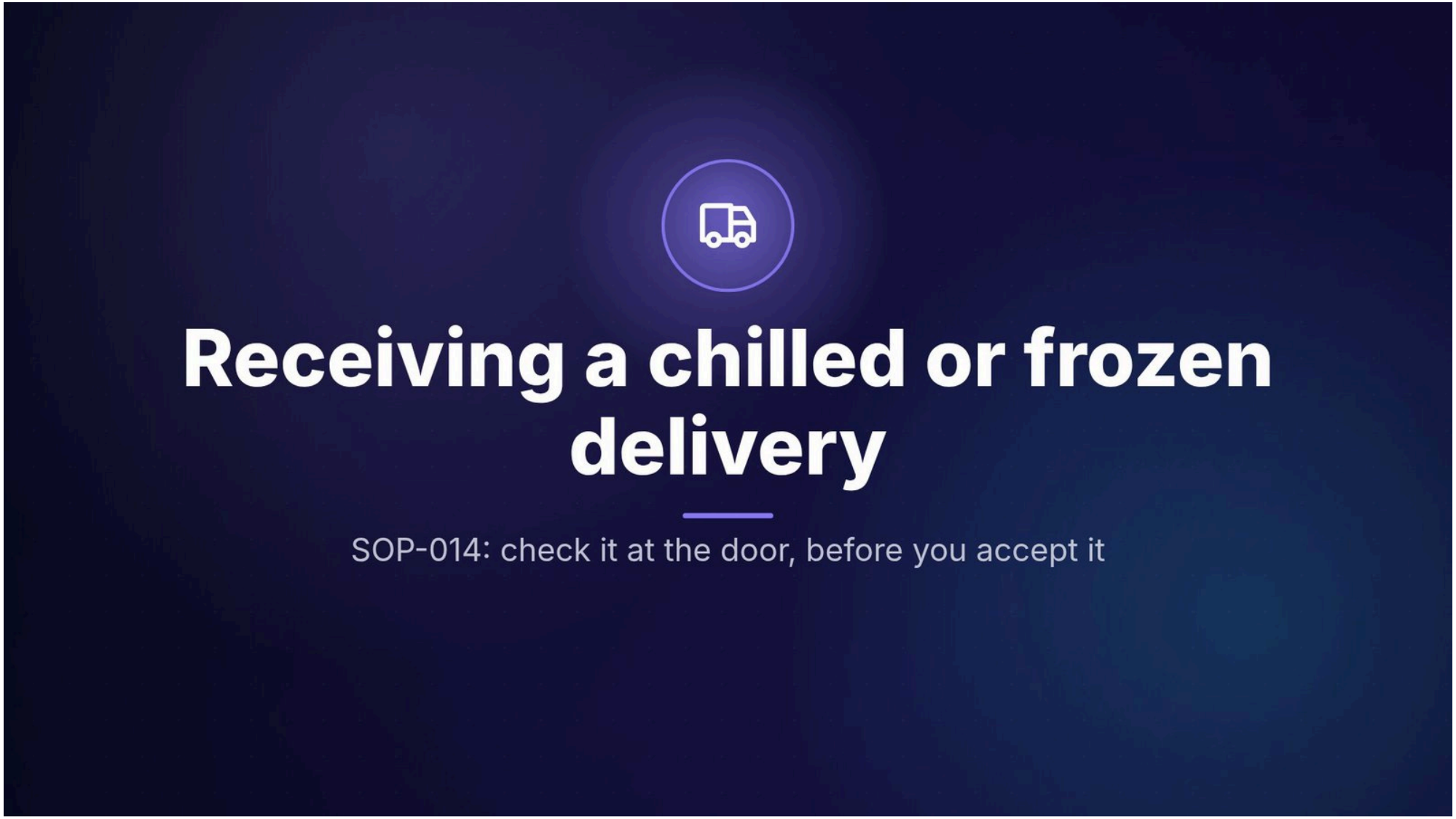
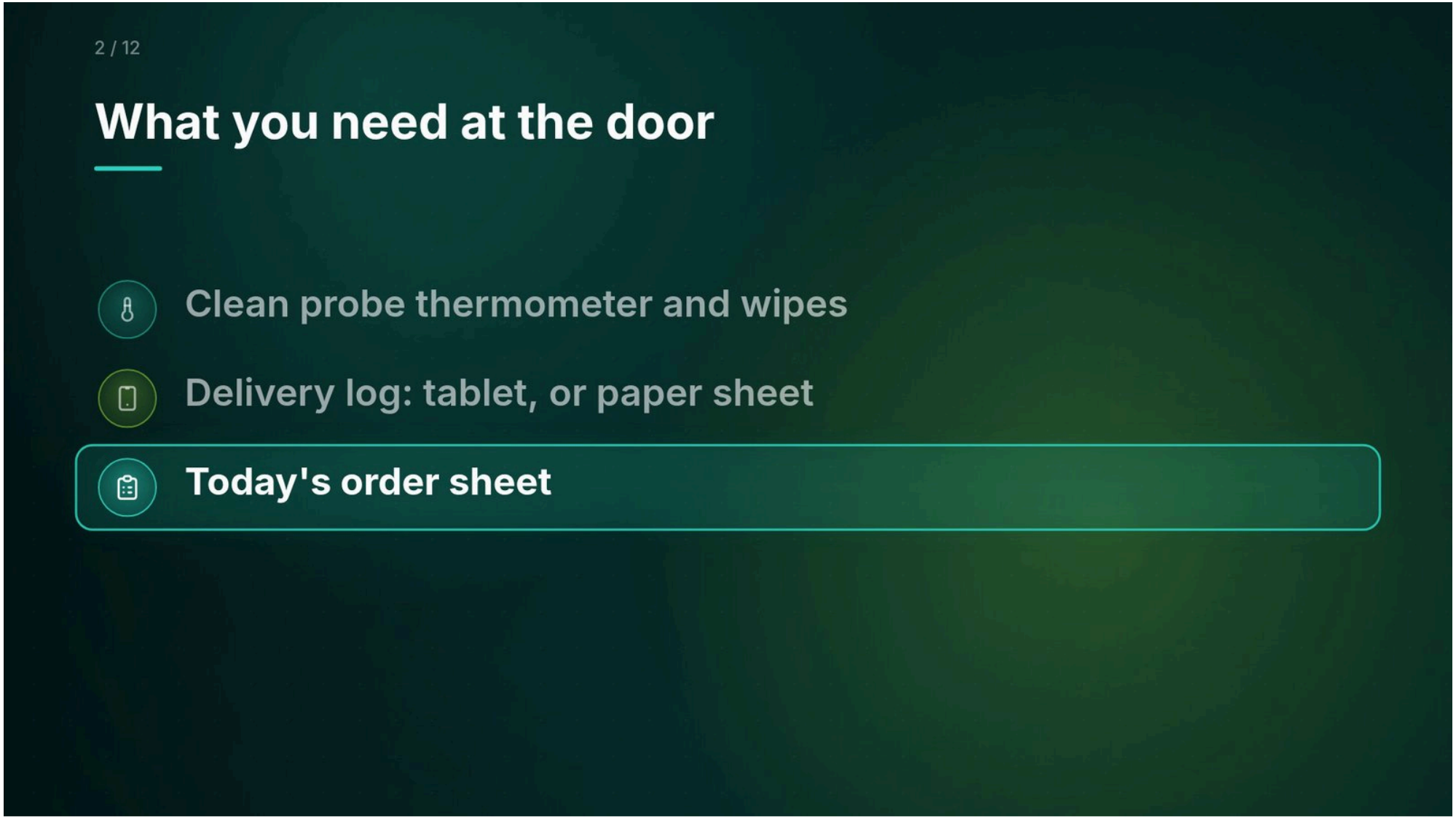


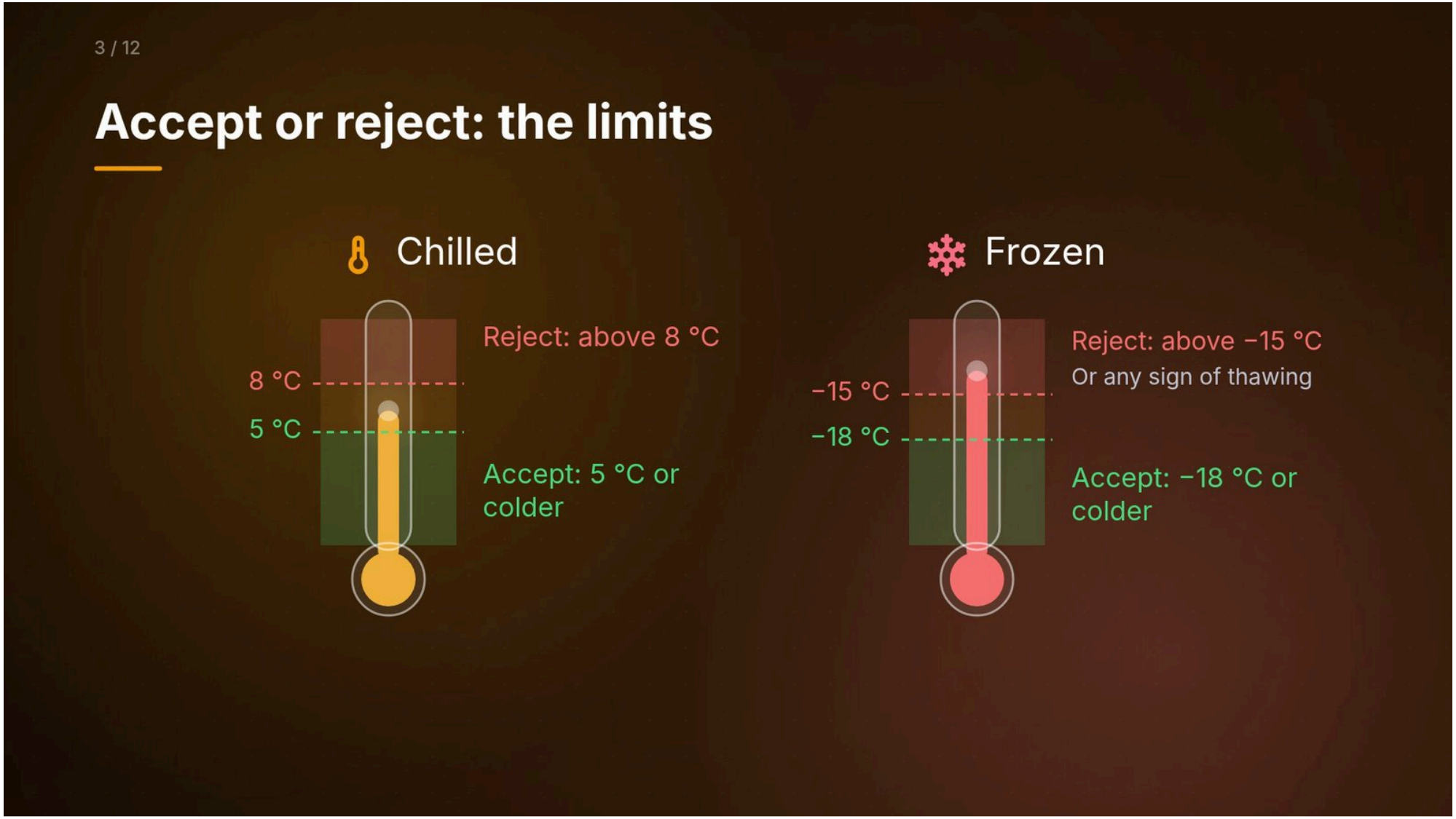
1 / 12 · Welcome

This video walks you through Tidewater Kitchens' procedure for receiving chilled and frozen deliveries. By the end, you'll know the temperature limits, the steps at the door, and exactly what to do if something has to be rejected.



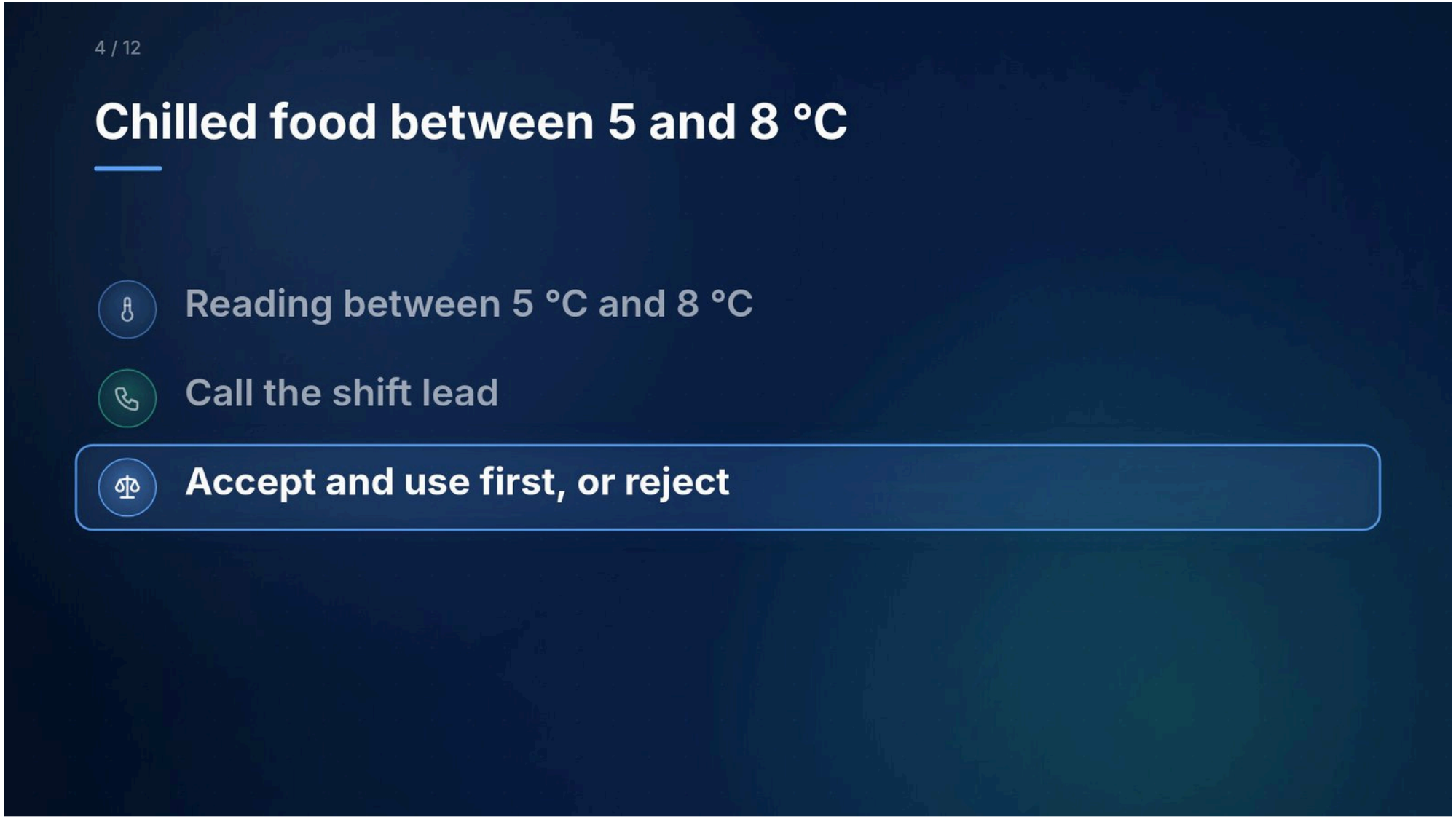
2 / 12 · Why we check, and what you need

Food that arrives too warm can make customers ill, and once it's in our fridge, nobody can tell. So every chilled and frozen delivery is checked at the door. Before you start, grab three things: a clean probe thermometer with wipes, the delivery log, and today's order sheet.



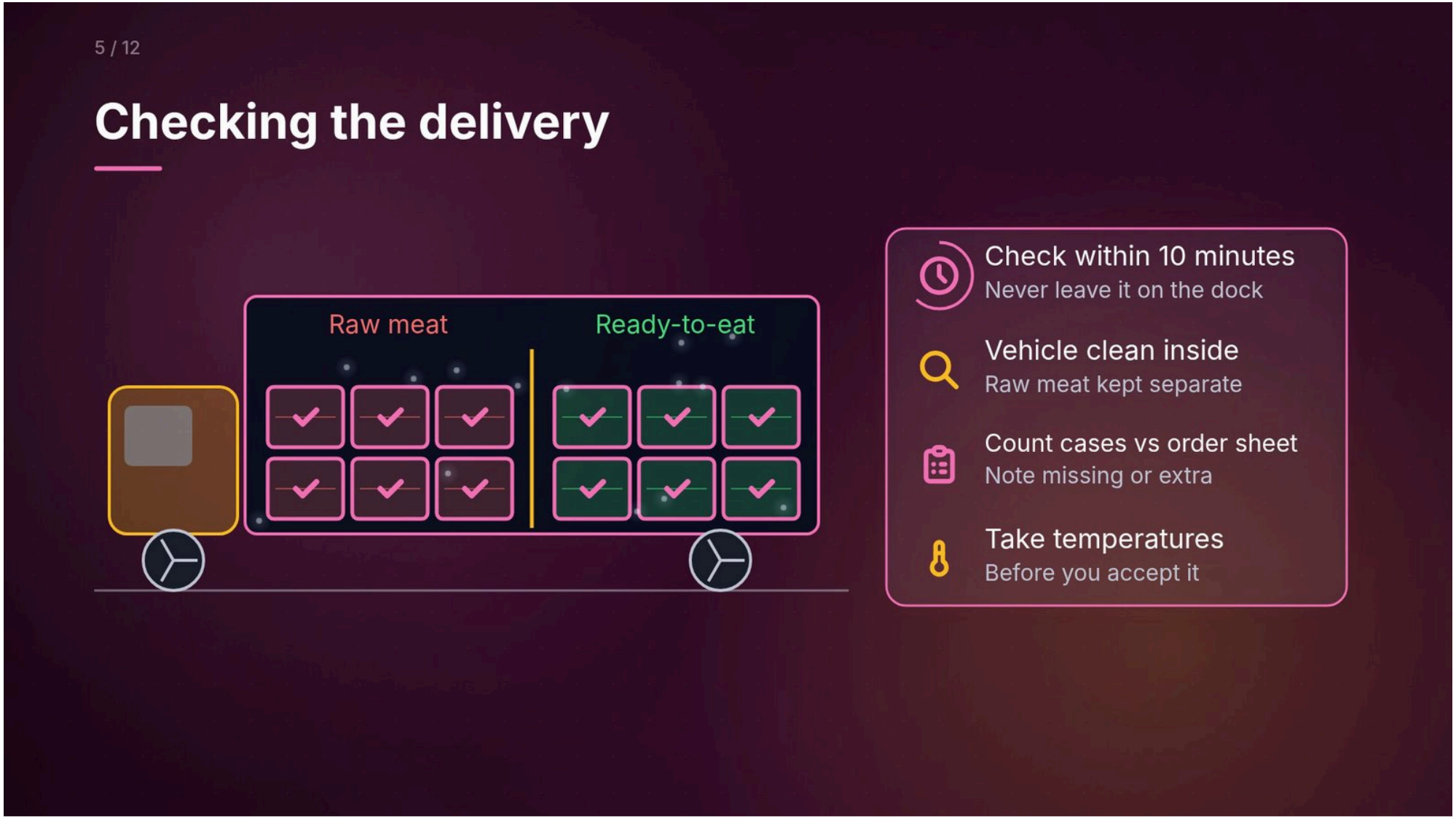
3 / 12 · The temperature limits

There are two sets of limits to remember. Chilled food, like dairy, cooked meat, salads and fresh fish, is accepted at 5 degrees Celsius or colder, and rejected above 8. Frozen food must be minus 18 or colder, and is rejected if warmer than minus 15 or showing any sign of thawing.



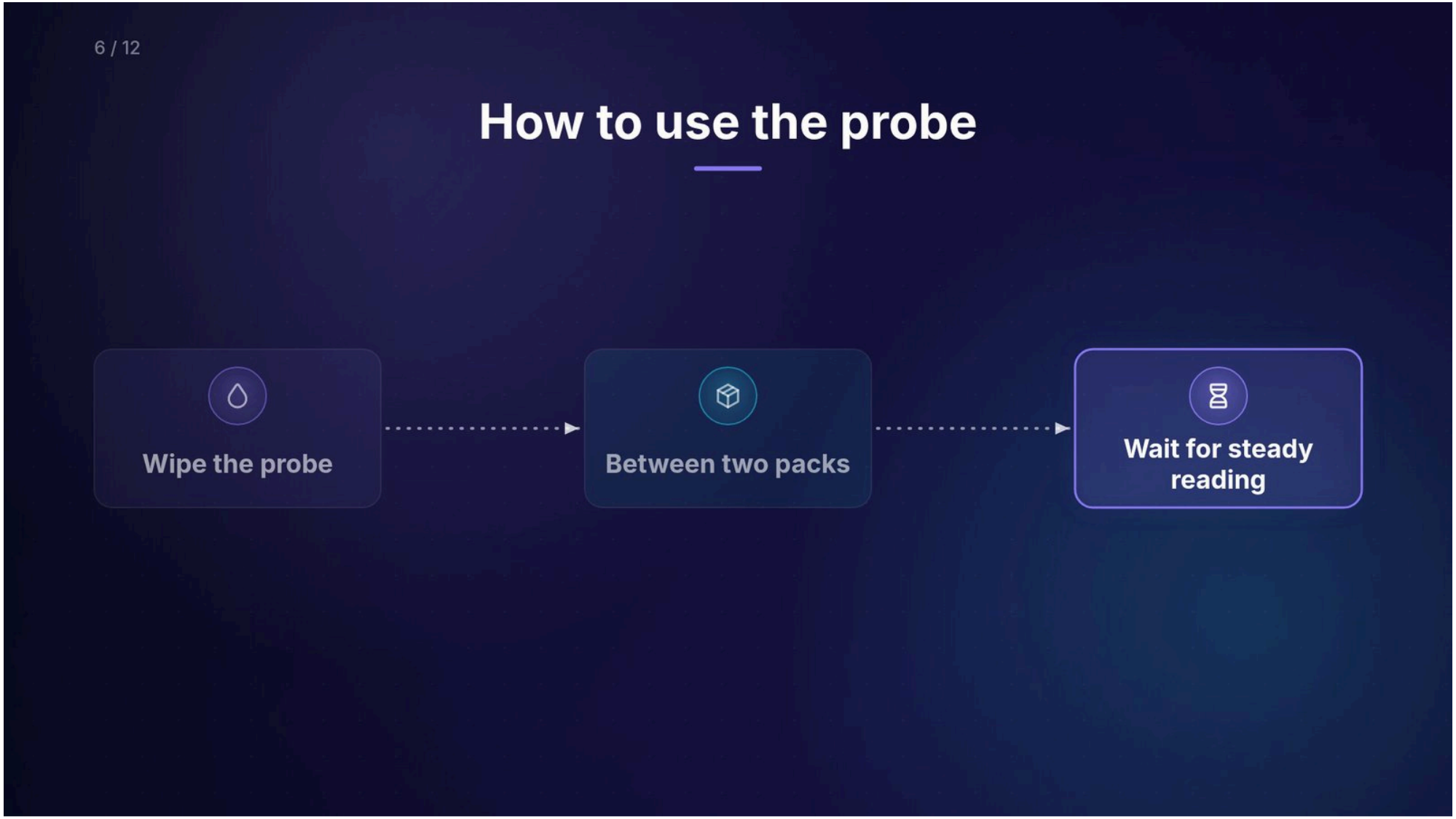
4 / 12 · The grey zone for chilled food

What if chilled food reads between 5 and 8 degrees? Don't decide on your own. Call the shift lead. They'll choose whether to accept it and use it first, or reject it.



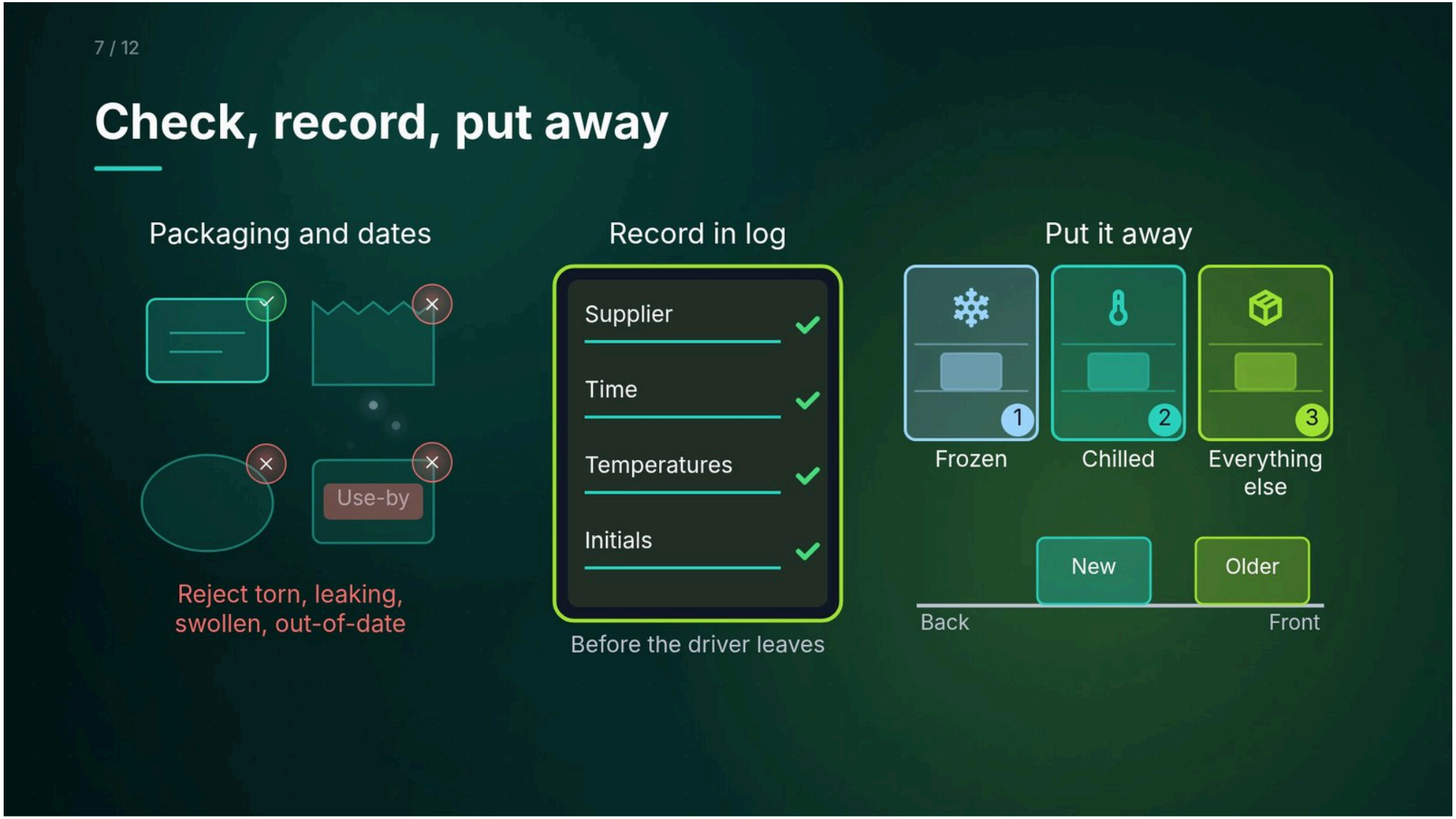
5 / 12 · Steps 1 to 4: at the door

First, be ready, and never leave chilled or frozen food on the dock. Next, look inside the vehicle: it should be clean, with raw meat kept apart from ready-to-eat food. Then count the cases against the order sheet, noting anything missing or extra. Finally, take temperatures.



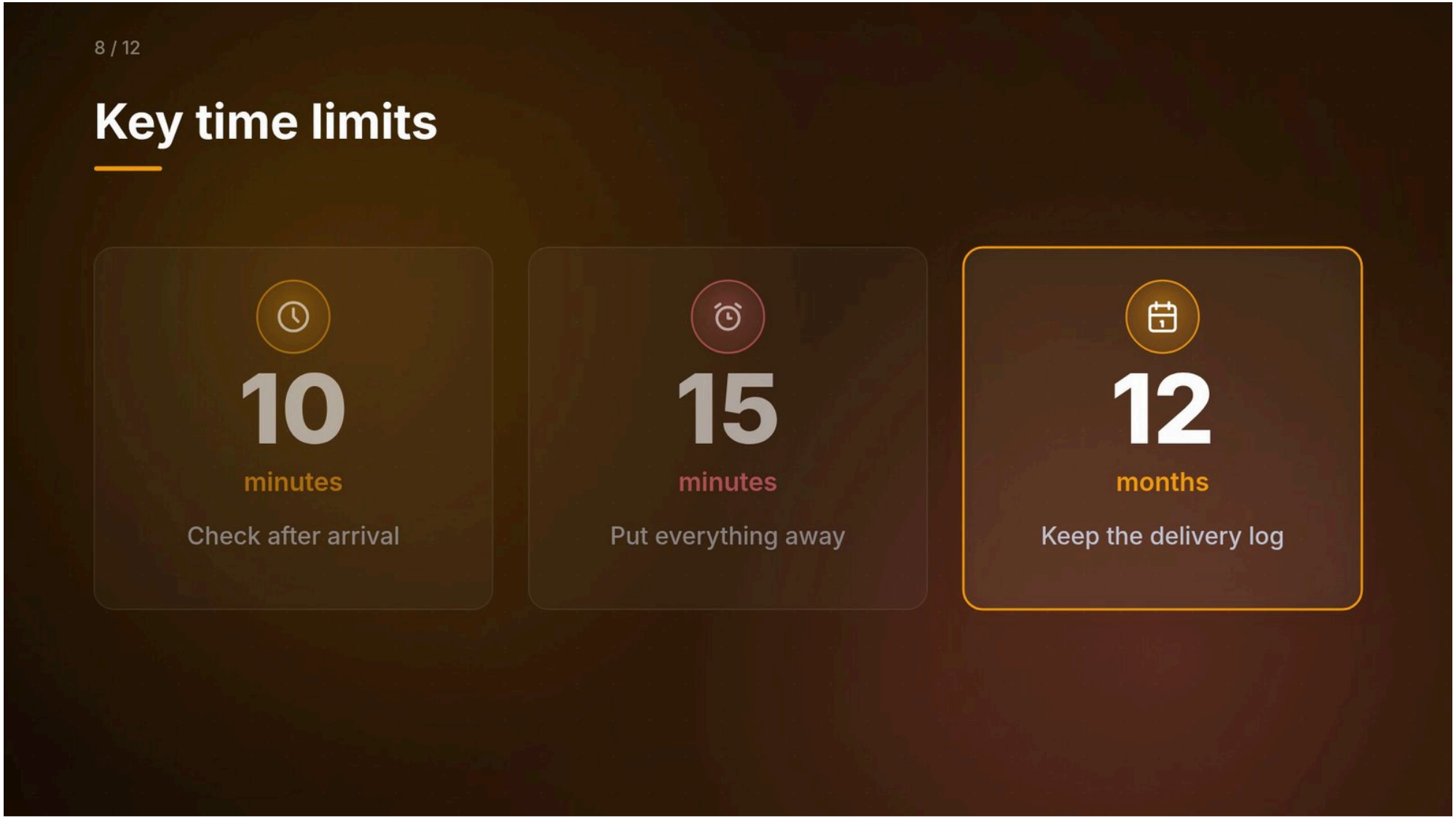
6 / 12 · Taking temperatures properly

Always wipe the probe first. Place it between two packs of chilled food without piercing them; for frozen food, between two packs or boxes. Then wait until the reading is steady before you write it down.



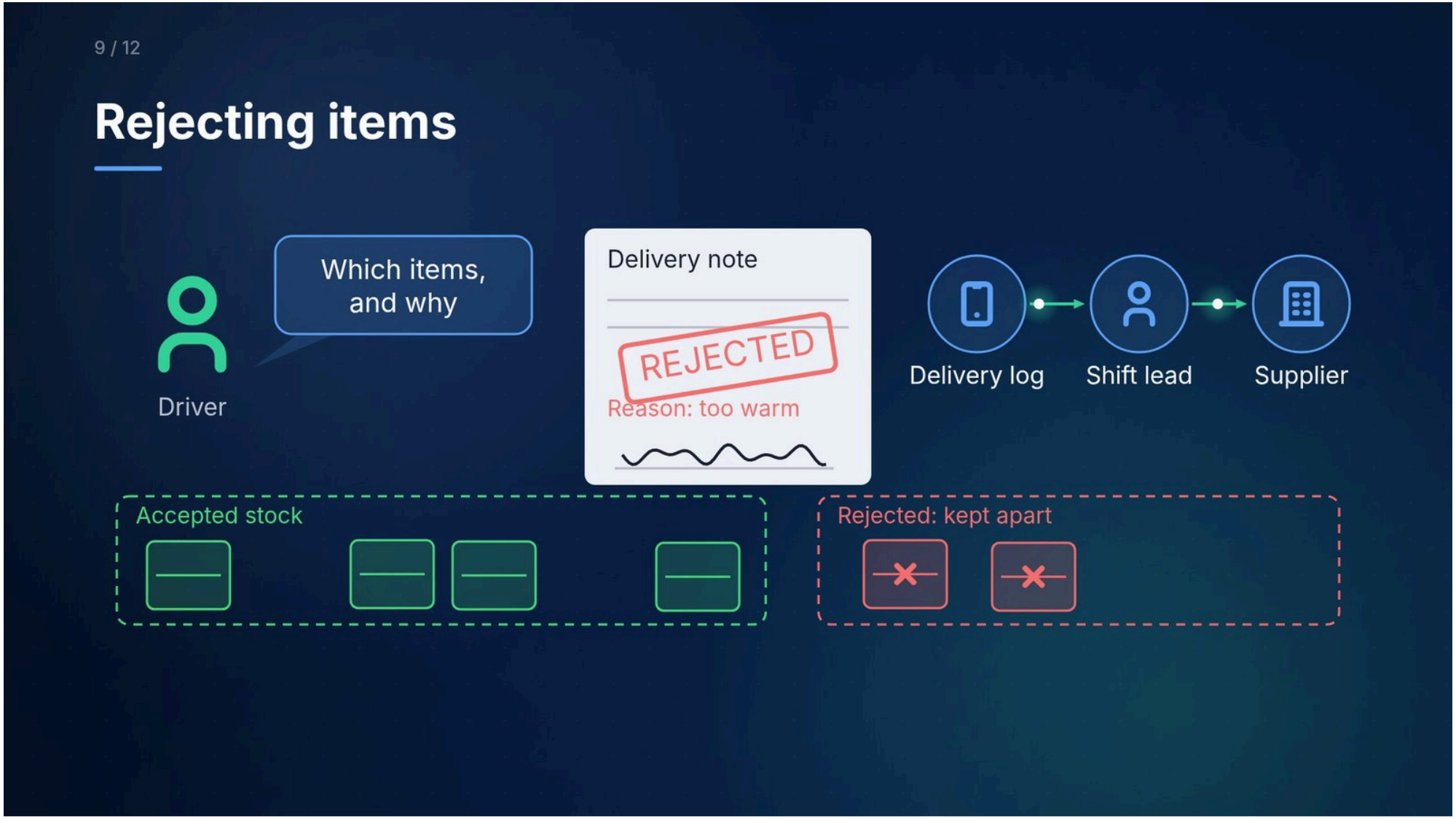
7 / 12 · Steps 5 to 7: finishing up

Check packaging and dates, rejecting torn, leaking or swollen packs and anything past its use-by date. Record the supplier, time, temperatures and your initials in the log before the driver leaves. Then put it away: frozen first, then chilled, then everything else, with new stock behind older stock.



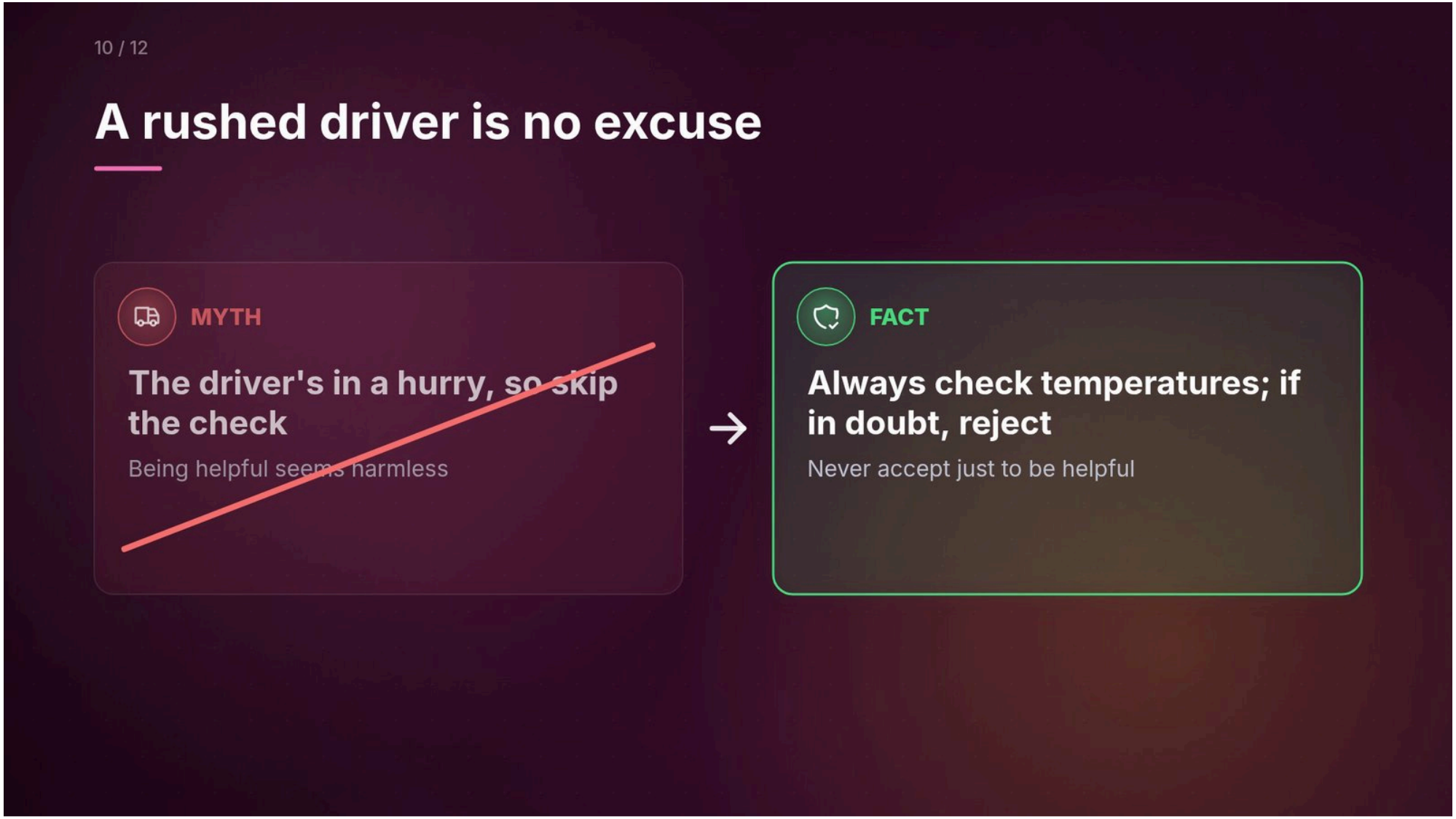
8 / 12 · Numbers to remember

Three numbers keep this on track. Deliveries are checked within 10 minutes of arriving. Everything is put away within 15 minutes. And the delivery log is kept for 12 months, because inspectors ask to see it, and it proves the food was safe when it arrived.



9 / 12 · If you have to reject something

Tell the driver which items you're rejecting and why. Write 'Rejected' and the reason on the delivery note, and ask the driver to sign it. Keep rejected items apart from accepted stock until they're taken back. Then record it in the log and tell the shift lead, who contacts the supplier.



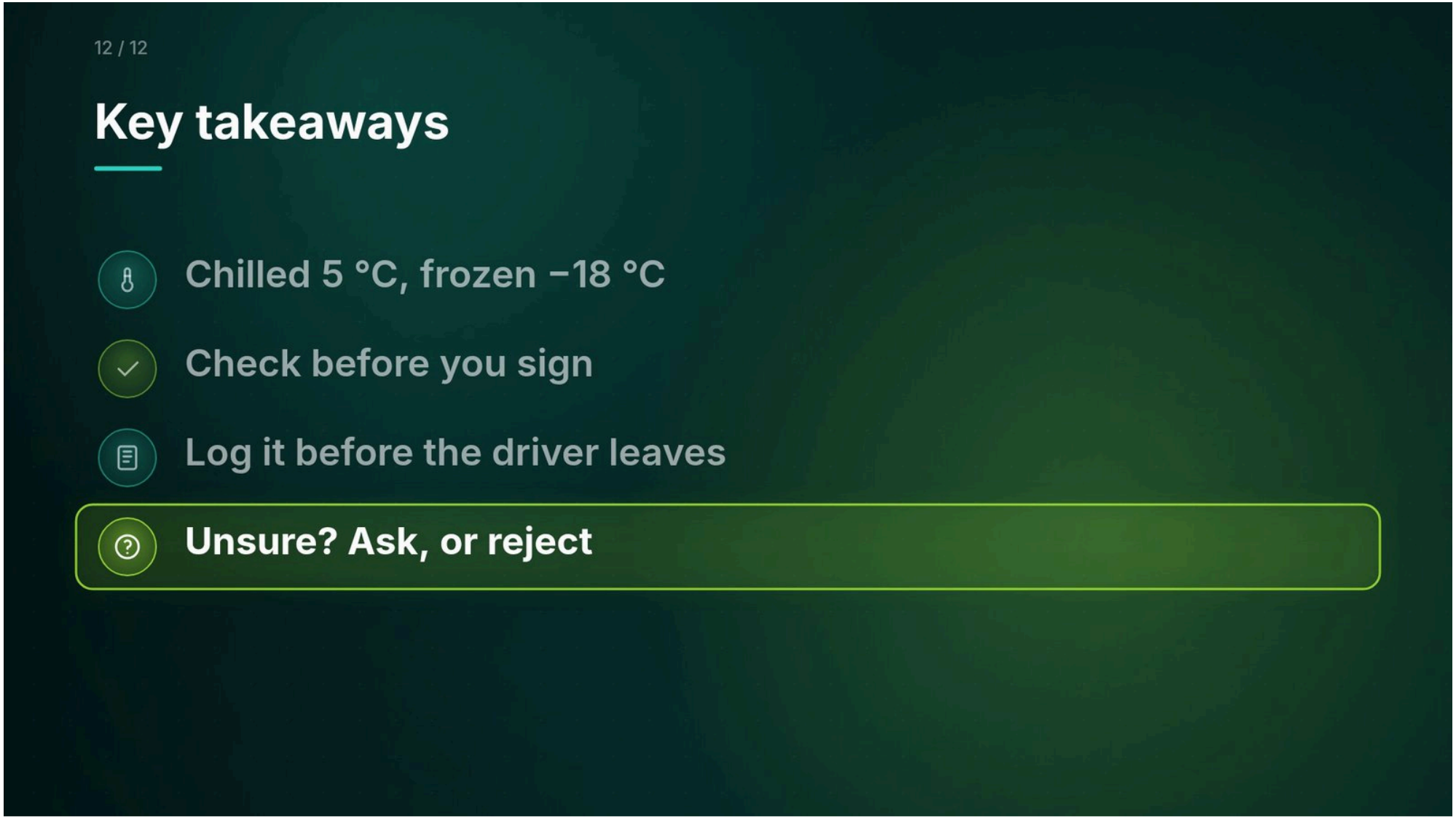
10 / 12 · Don't accept to be helpful

It's tempting to skip the check when a driver is in a hurry. But that's never a reason to skip the temperature check, and you should never accept a delivery just to be helpful. If in doubt, reject it.



11 / 12 · Common mistakes

Watch for four common mistakes. Signing before checking: once you sign, the food is ours, warm or not. Piercing a pack, which then must be used that day or thrown away. Leaving food on the dock, where it warms within minutes. And not wiping the probe, which can carry bacteria from raw meat to ready-to-eat food.



12 / 12 · Recap

To recap: know the limits, 5 degrees for chilled and minus 18 for frozen. Check temperatures before you sign anything. Log every delivery before the driver leaves. And if you're unsure, ask the shift lead, or reject it.