SOP-014: Receiving a chilled or frozen delivery

Tidewater Kitchens · Standard operating procedure · Version 3 · Applies to all kitchen and stockroom staff · Sample SOP written for the DocReel demo

Purpose

Food that arrives too warm can make customers ill, and once it is in our fridge nobody can tell. This procedure makes sure every chilled and frozen delivery is checked at the door, before we accept it.

Who does this

Any team member trained on this SOP can receive a delivery. If you are unsure about anything, stop and ask the shift lead before you sign.

What you need

- A clean probe thermometer and probe wipes.
- The delivery log (the tablet by the back door, or the paper sheet if the tablet is down).
- The order sheet for today's delivery.

The temperature limits

Type of food	Accept at	Reject at
Chilled (dairy, cooked meat, salads, fresh fish)	5 °C (41 °F) or colder	Above 8 °C (46 °F)
Frozen	−18 °C (0 °F) or colder	Warmer than −15 °C (5 °F), or any sign of thawing

Between 5 °C and 8 °C for chilled food, call the shift lead. They decide whether to accept it and use it first, or reject it.

Procedure

1. **Be ready.** Deliveries are checked within 10 minutes of arriving. Never leave chilled or frozen food on the dock.
2. **Check the vehicle.** Look inside: it should be clean, and raw meat should be separate from ready-to-eat food.
3. **Check the order.** Count the cases against the order sheet. Note anything missing or extra.
4. **Take temperatures.** Wipe the probe. Place it between two packs of chilled food, without piercing them. For frozen food, place it between two packs or boxes. Wait until the reading is steady.

5. **Check the packaging and dates.** Reject torn or leaking packs, swollen packs, and anything past its use-by date.
6. **Record it.** Enter the supplier, time, temperatures and your initials in the delivery log. Do this before the driver leaves.
7. **Put it away within 15 minutes.** Frozen first, then chilled, then everything else. New stock goes behind older stock.

If you have to reject something

1. Tell the driver which items you are rejecting and why.
2. Write “Rejected” and the reason on the delivery note, and ask the driver to sign it.
3. Keep the rejected items apart from accepted stock until the driver takes them back.
4. Record the rejection in the delivery log and tell the shift lead, who will contact the supplier.

> **Never accept a delivery to be helpful.** A driver in a hurry is not a reason to skip the temperature check. If in doubt, reject it.

Common mistakes

Mistake	Why it matters
Signing before checking temperatures	Once you sign, the food is ours, warm or not.
Piercing a pack with the probe	The pack is no longer sealed and has to be used the same day or thrown away.
Leaving the delivery on the dock during service	Chilled food warms up within minutes in a hot kitchen.
Not wiping the probe between foods	It can carry bacteria from raw meat to ready-to-eat food.

Records

The delivery log is kept for 12 months. Inspectors ask to see it, and it is our proof that food was safe when it arrived.

Tidewater Kitchens is a made-up company. This sample SOP was written for docreel.app to show how a standard operating procedure becomes a video. It is not food safety advice: follow your own local rules.