Receiving chilled food deliveries at the cafe

Example cafe | Updated 2026-11-17

To confirm before use: 1 point, listed before the sign-off.

Purpose

Describes how chilled food deliveries are checked, temperature-tested, accepted or refused, and stored at the cafe.

Scope

Receipt of chilled food deliveries at the cafe back door, from the driver handover through to storage in the walk-in fridge and recording in the delivery log.

Roles and responsibilities

Shift lead: Meets the driver at the back door, checks items against the order sheet, takes the chilled item temperature with the probe thermometer, refuses items above the temperature limit, and signs the delivery log.

Manager: Receives reports of damaged packaging from the receiving process.

Driver: Delivers the chilled order at the back door; refused items are written on the driver's delivery note.

What you need

Order sheet

Probe thermometer

Driver's delivery note

Delivery log

Walk-in fridge

Procedure

1. Check items against the order sheet

Who: Shift lead

The shift lead meets the driver at the back door and checks each delivered item against the order sheet.

2. Take a chilled item temperature

Who: Shift lead

The shift lead takes the temperature of one chilled item with the probe thermometer.
Confirm: the temperature limit above which chilled items are refused.

3. Refuse items above the limit

Who: Shift lead

The shift lead refuses any chilled item above the temperature limit and writes the refusal on the driver's delivery note.

4. Store accepted chilled items

Who: Shift lead

Accepted chilled items are moved into the walk-in fridge within 15 minutes, with older stock moved to the front.

5. Report damaged packaging

Who: Shift lead

Damaged packaging is photographed and reported to the manager in person.

6. Sign the delivery log

Who: Shift lead

The shift lead signs the delivery log after the delivery is received.

Checks

Each delivered item is checked against the order sheet at the back door.

One chilled item temperature is taken with the probe thermometer.

Exceptions

Chilled items above the temperature limit are refused and written on the driver's delivery note.

Damaged packaging is photographed and reported to the manager.

Confirm before use

1. Step 2: the temperature limit above which chilled items are refused.

Review and sign-off

Owner: Cafe manager
Review date: Every six months, or after any refused delivery
Sign-off: Cafe manager

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