

Receive goods and materials in food and drink operations

Overview

This standard covers the skills and knowledge needed to receive goods and materials in food and drink operations.

Receiving food and drink goods and materials for storage is important to the efficient and effective control of stock. It is also therefore essential to production flow.

Complying and understanding the relevant health, safety and food safety requirements and knowing what controls are needed when unloading are essential features of this standard.

This standard is for you if you work in food and drink operations and the associated supply operations and are involved in receiving and unloading goods and materials for storage.

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Performance criteria

You must be able to:

Check goods and materials

1. check that goods and materials entering storage match the type, quality and quantity as stated in the documentation
2. take immediate action within your limit of authority to deal with any discrepancies and report your actions to the relevant person
3. complete any necessary preparation and labelling

Move and handle goods and materials safely and hygienically

4. receive goods and materials in accordance with health and safety, hygiene and environmental standards and instructions
5. use safe and hygienic methods in accordance with regulations for handling goods and materials
6. use methods to accept goods and materials that minimise damage to stock
7. carry out the operation within agreed timescales
8. deliver the consignment to the right place
9. take action when there is damage or loss to goods and materials

Update records and stock control systems

10. identify and record any discrepancies
11. record the reasons for refusing goods and materials into storage
12. communicate the reasons for refusing goods and materials into storage to the relevant person
13. update stock control systems to record the progress of goods and materials into storage
14. make sure that documentation is complete and up to date

Finish goods and materials intake

15. inform relevant colleagues when the delivery is about to finish
16. store equipment when the delivery is completed
17. deal with waste, spillage or rubbish in accordance with organisational requirements

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Knowledge and understanding

You need to know and understand:

1. how to find the information that tells you the quantity and type of deliveries to expect
2. the procedures relating to the receipt of goods and materials
3. good housekeeping practices and what may happen if they are not carried out
4. what handling equipment is required and how to use it
5. types of discrepancies which may occur, why and how they should be reported
6. types of problems that may arise and what actions you can take if faults are found in materials, equipment or delivery containers
7. how to deal with waste, spillage or rubbish and what may happen if this is not done
8. what to do if there is an interruption to the delivery of goods and materials
9. why it is important to deliver to the right place and what may happen if this is not done
10. what to do if there is damage or loss of goods and materials
11. the communication structures and procedures within the company
12. why it is important to check materials and what to do if they do not match the documentation
13. what to look for when checking goods and materials to decide whether to accept them
14. acceptable reasons for refusing goods and materials into storage
15. methods that can be used for checking the type and quality of goods and materials
16. uses of stock control systems
17. where deliveries should be off-loaded
18. where to find information on supplier history
19. resources that are available for checking goods and materials entering storage
20. why it is important to handle goods and materials in accordance with company procedures
21. why it is important to store required equipment in accordance with company procedures
22. what documentation to use and why it is important to complete it to company standards
23. the relevant health and safety, hygiene and environmental standards and instructions and what may happen if they are not followed
24. the relevant industry regulations and what may happen if they are not

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followed

25. temperature controls and other hygiene and food safety controls relating to the goods and materials during the unloading process
26. what checks need to be made on the goods and materials
27. what checks need to be made when handling equipment before they are used for unloading
28. why it is important to position the vehicle correctly for unloading
29. why it is important to make sure the vehicle is safe and secured for unloading
30. procedures for setting up handling equipment if used
31. methods of handling goods and materials to avoid risks to personnel and product safety
32. visual checks to be carried out during unloading process

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