

## **SUMMARY: CHAPTER 09 Stores Issuing Procedure**

Objectives of this chapter are 1. Understand the food storing control mechanism. 2. Understand the food issuing mechanism. 3. Procedure for issues of food and beverages to different units of the hotel and 4. Importance of maintaining the records of receipts and issues

The avoidable costs that occur from spoilage and pilferage can be prevented by following the right procedure of storage and timely consumption. Food should be stored at a temperature that helps increasing shelf life and maintains quality. The conditions of the store, cleanliness, proper allocation of stock are other important points to be remembered. A good store room must provide all supplies for food production and service, must maintain suitable space and equipment for providing sufficient light and ventilation, suitable barriers against pest and infestation by rodents, ease of cleaning and an easy access to all materials in the stores. Additionally effective control procedure for the receipt and issue of goods and finally complete fool-proof safety and security system must also be provided.

**The operational phase:** Issuing is the final function of the stores. It is followed by preparing and selling food along with various paperwork or system records required for maintenance of financial accounts. Purchase specifications are used for all main items while releasing purchase orders on nominated or approved vendors. Deliveries are timed to ease receipts and quality & quantity checks. Records are kept for all receipts / issues which take place based on authorized documents. **A. Purchasing:** Purchase specification: i) a concise description in writing of the quantity, size, weight, brand, dimensions etc. of a food or beverage item. ii) Method of buying can be by contract, quotations, wholesaler, cash and carry etc. iii) Product testing is carried to identify after a series of taste panel evaluations the particular products to be used. iv) Yield testing is carried to identify after a series of tests, **the** yield obtainable from all the major commodities used. v) Purchase organization should spell duties and responsibilities of purchase personnel and vi) Clerical procedures describe the system to determine who originates sanctions and places orders. They establish documentation necessary for control. **B. Receiving:** for quantity inspection stores

keeper / manager must be appointed to be responsible for physically counting and weighing goods, for checking that the quantity and size of items in the delivery matches the specs mentioned in the order and also to take action when any discrepancy noticed. Quality inspection is more important with perishable foods. Check to be conducted by Senior Chef. Beverages are checked for quality by head cellar person. Clerical procedures confirm receipts, record shortages, return / rejected items under delivery note. **C Storing and Issuing** Food materials are received if supply order is placed in advance. Handling of these food items on being delivered is referred to as receiving. Certain precaution needs to be exercised at this stage to ensure that the food does not get damaged because of careless handling, spillage or cross contamination. As food items are delivered at different times, not necessarily during working hours, it becomes important that each category of food is accorded separate treatment before it gets accepted for storage. A well written receiving procedure has to be formulated and strictly followed on receipt of each item of food.

**Directs issue vs. storage:** Directs are the food items of extremely perishable nature and hence they are purchased often on daily basis for immediate use. The quality of these food items tends to diminish quickly and if they are not used very soon after they are purchased they become unusable for the purpose for which they were purchased. For effective cost and material control the quantities of these items purchased on any day should be sufficient for that day's requirements alone. Directs are charged to food cost as they are received. Items Purchased for Inventory includes grocery, canned and bottled juice jam etc. Quantity of such items is purchased on anticipated needs for say a month they are charged to food cost on the day of issue.

**Proper allocation of food & rotation of stock:** Appropriate arrangement of materials ensures that frequently used items have an easy access. There is location for each item, each item at its location. Rotation of stock at regular intervals is required. Strict adherence to First In First Out principle minimizes spoilage.

**Receiving procedure for beverages:**The method of receiving closely follows the laid down procedure of the organization. Depending upon its size the job of checking for quantity and quality varies. In smaller units the receiving clerk is entrusted with this task, but in larger units the deliveries take place directly at the unit's cellar and its head arranges required checks. Unlike others beverages delivery constitutes a large value & needs special attention. Quantity Inspection: Items in cases and crates have to be counted, the contents checked, size of the bottles has to match specifications (Half, full, magnum etc.) or barrels. Quality inspection; Brand label of the producer TO BE VERIFIED. Timing Deliveries: the value of each delivery being quite high, delivery is so scheduled that thorough quantity and quality checks can be carried with ease. In case of any shortage or rejection supplier has to submit a credit note. A record is to be maintained for control of returnable containers.

All alcoholic beverages are stored in a room called 'The Cellar'. A labeled control is exercised on storing for the prevention of pilferage, proper accessibility for each beverage when required, and, most importantly, to maintain quality of the product. Only authorized persons should be allowed to enter the cellar. Closed circuit 24/7 cameras offer the best security against common pilferages. All beverages are stored in an organized manner. Some establishments assign code number to beverages for easy and accurate identification of the beverage. Storage is organized to attempt to increase shelf life and maintain original quality. Provides special attention to temperature and humidity control and lighting along with the manner in which product is stored. Once the beverages are received they need to be taken under control of the cellar immediately. The main storage area that is used for storage of red / white wines and spirits has to be dry and draught free and preferably at temperature not exceeding 13 degree centigrade. A cool storage area demands maintenance of temperature at 10 degree centigrade. Returnable crates and empty bottles to stored separately away from the cellar.

**Position of storing beverages:** Moisture is of significance if bottles are corked as is the case with wines. Air harms the quality of the product by drying the cork of

bottles. This happens when humidity is low. Hence, corked wine bottles have to be stored in cool and damp areas. Wine bottles and beers should always be stored away from light. Dark colored bottles are therefore used for wines to obstruct the light. Spirits are stored upright on horizontal shelves while wines are stored horizontally in special racks to keep cork moist. Beer cans and bottles are stored in cases in which delivered and shaking is to be avoided

**Issuing control:** Weighting and measuring of ingredients is important to achieve a right balance in the records. Scales are generally used to measure dry and solid ingredients as they are accurate and suitable for large quantities. Control involves:

01. Movement of materials to the kitchen - Food that is stored at its assigned location is always available easily on demand in required quantities. The items required by the chef are removed from the store room and moved to the kitchen. This is issuing activity, and can be carried by different methods. A) All the goods are locked and issued when the chef lists day's requirements on requisition slips. B) All the goods are unlocked and the chef has the liberty to get an item as and when required or C) Only expensive items – meat, sea foods are locked.

From the above it is clear the practice for issuing goods is not the same everywhere and management of the unit decides the best method that suits its operations. The establishments that exercise greater precautions succeed in having better control over unauthorized issues. Issues have to be easy and quick. Smaller establishments opt for simpler methods while larger adopt specific procedures for issues and their records.

02. Record keeping - The items that are purchased for immediate use (milk) are normally moved to the kitchen and used entirely in preparation on the day they are received or certainly by the next day. These food items are termed 'directs' and are issued the moment they are received and no further record maintained in the stores. Some other items that are not perishable are retained in the stores until they are needed for issue. These issues can take place only against requisition slips submitted by the Chef or the head of the user department. Issues have to be recorded in stores and balance on hand updated. Today, even in

smaller organizations, stores records are maintained with the help of computers and intranet.

**The End**

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