

LEARNING OBJECTIVES

After completing this chapter learners would be able to:

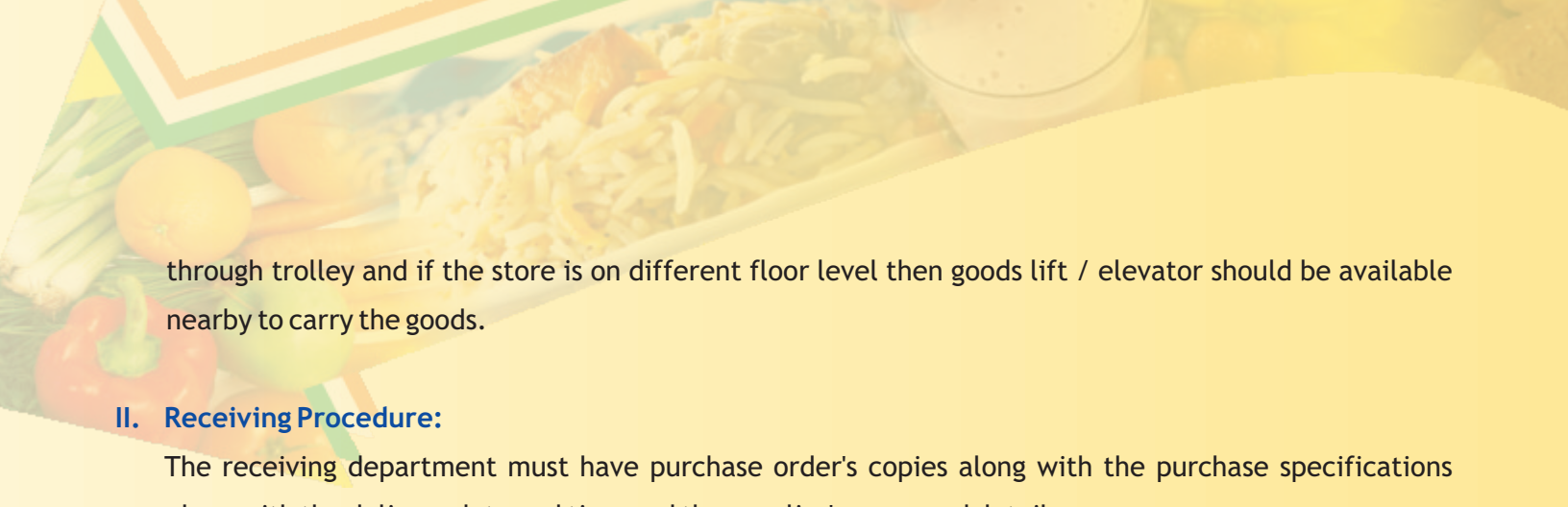
- (i) The procedure of Receiving
- (ii) Know the rules of receiving department
- (iii) Understand blind receiving
- (iv) Forms used in receiving
- (v) Equipments used in receiving the goods
- (vi) How to receive expensive items

I. INTRODUCTION:

The primary task of receiving department is to ensure that the hotel is receiving the correct quality and quantity of articles, and the articles supplied as the purchase order specifications not only in quantity but also in quality and the price charged is also as per the contracted rate.

The job of the receiving department is technical and it is supposed to have a complete knowledge about each item's standard specifications. The receiving officer must ensure that the tinned food supplied is fresh; the packaging is of right standard and is not damaged during transportation. In case of fresh fruits, vegetables, frozen food, etc. he should ensure that the items supplied are as per the standard specifications mentioned in the purchase order. If desired he can take the help of the Chef in order to check the quality of the raw material. He should weight and count the items before receiving them. The Receiving officer should be suitably awarded through remuneration as otherwise, he will be tempted to receive variety of offers to receive goods of an inferior quality or short in quantity.

The receiving department should be located in such a position that the goods may be quickly off loaded, checked / inspected, received and then easily distributed to the various stores, cellars, kitchens and other departments. The area provided for receiving department should be large enough to handle the large quantity of goods and it should be easily cleanable and washable. It should be also well lit and As far as possible it must have the natural light coming during day time. This department should have weighting scales to weight all kind of goods. The ramp should be made so that the goods can be carried



through trolley and if the store is on different floor level then goods lift / elevator should be available nearby to carry the goods.

II. Receiving Procedure:

The receiving department must have purchase order's copies along with the purchase specifications along with the delivery date and time and the supplier's name and details.

The following procedure is followed by the goods receiver after the goods are received at receiving department.

a) Delivery Note:


The receiver checks the delivery note (supply note / order which comes along with the goods) and the copy of the purchase order along with purchase specification to ensure that the goods supplied are in right quantity and of right quality. If there is any difference in-between the delivery note the purchase order or purchase specification, then this must be immediately brought to the notice of supplier and purchaser and recorded on the supply order. If the supplied goods are un acceptable then they must be returned immediately with remarks that the goods are not as per the order. The goods may not in case of delayed delivery be accepted. For example, 1000 kilogram of chicken is required for a party to commence at 6 p.m. and the supply of chicken comes at 4 p.m.; this supply should not be received as Kitchens can not prepare the food in two hours. A local purchasing of chicken must have been made in case of any variation in supply of goods; the purchase officer should be immediately informed in case of the any variation in supply of goods, so that appropriate action can be initiated against the suppliers.

b) Quantity:

The goods, on being received are then checked for quantity. The receiving department must know the units in which food is purchased. Care must be taken to prevent being cheated of even a kilogram of an item by an unscrupulous supplier or a dishonest delivery man. Any shortage in supply should be intimated to the supplier, purchase officer and an appropriate entry should be made so that while making the payment deductions can be made.

c) Quality:

After checking the delivery note and the quantity supplied, the next step for the receiving department is to check the quality of goods supplied. The quality supplied should be as per the



purchase specification. In case of branded products, the goods supplied should be of the same brand. For example, if the purchase order is for 'Kisan Tomato Ketchup' of one kilogram size then the supply should be of the same brand and size. Any variation should be brought to the notice of supplier, purchase officer and must be recorded in the delivery note and the receiver's report. In case the receiver is not qualified, trained and experienced to receive the various food and beverage products then he can take the help of appropriate departments. This may cause an unnecessary delay and will also hamper the other departments work. It is important for the goods receiver to be technically qualified to be able to receive most of the goods on his own. And only in case of very special items to be received; he should call for the help of experts. An unnecessary rejection of goods on account of minor variation in quality will discourage suppliers to accept orders and on the contrary if he starts accepting sub standard goods this will affect on the yield, quality of food and also on the costing.

It is essential for receiving department to know the following rules:

1. A delivery note must accompany the deliveries.
2. All goods received will be checked in detail for quantity and quality
3. The receiving department will not show any sign of hurry while inspecting the goods.
4. For all shortages and rejected supplies a credit note will be prepared and sent to the purchase officer, supplier, accounts department, control department and a copy is retained by the receiving department after obtaining the signature of the delivery man.
5. All goods received are recorded in Goods Received Book.
6. All goods received are either send to the stores or to kitchens or to the departments which placed the order depending upon the management's policy. The receiving department is asked to sign the receiving of goods.



CREDIT NOTE

ABC HOTEL

The Connaught Place, New Delhi

No.

Date

To.....
.....

Please forward a Credit Note for the following goods returned

- (i) Due to poor quality
- (ii) Not ordered
- (iii) Or not delivered

Item	Delivery Note No Or Supply Order No,	Amount ₹	Remarks
Receiving Officer's Signature		Delivery Man's Signature	



BLIND RECEIVING:

The copy of purchase order supplied to the receiving department does not show the quantity ordered as the invoices and delivery notes are sent to the accounts office directly. The receiving department has no other option than to count each and every item physically and receive the exact quantity / weight counted by him. The Blind receiving gives the better receiving results and the efficiency of the receiving department can be easily evaluated.

Procedures and Forms Used in Receiving:

The following forms are used during the receiving process:

1. Purchase Orders
2. Delivery Notes
3. Goods Received Book

1. Purchase Orders:

Purchase officer places the purchase order with the suppliers giving details of the quantity and quality of items required to be delivered. The purchase orders are made out with five copies, each copy being colour coded to aid the correct distribution of them. The colour coding may differ from organization to organization.

- | | |
|--------------------------|--|
| a) White Copy (original) | sent to Supplier |
| b) Yellow copy | sent to accounts receiving department |
| d) Pink copy | retained by the purchasing department |
| e) Off white copy | retained in the purchasing office and kept in date order wise and retained till the goods are received and then filed under order numbers. |

In some cases perishable food items or certain other orders are placed over phone. It is not possible to send a purchase order to supplier by the purchase department in advance. The telephonic confirmation order should be sent off to the supplier as soon as possible. This order is quite similar to the purchase order but is also marked as 'Telephone Confirmation Order'. The receiving clerk compares the purchase order with delivery notes / supply order received along with the goods.

2. Delivery Notes:

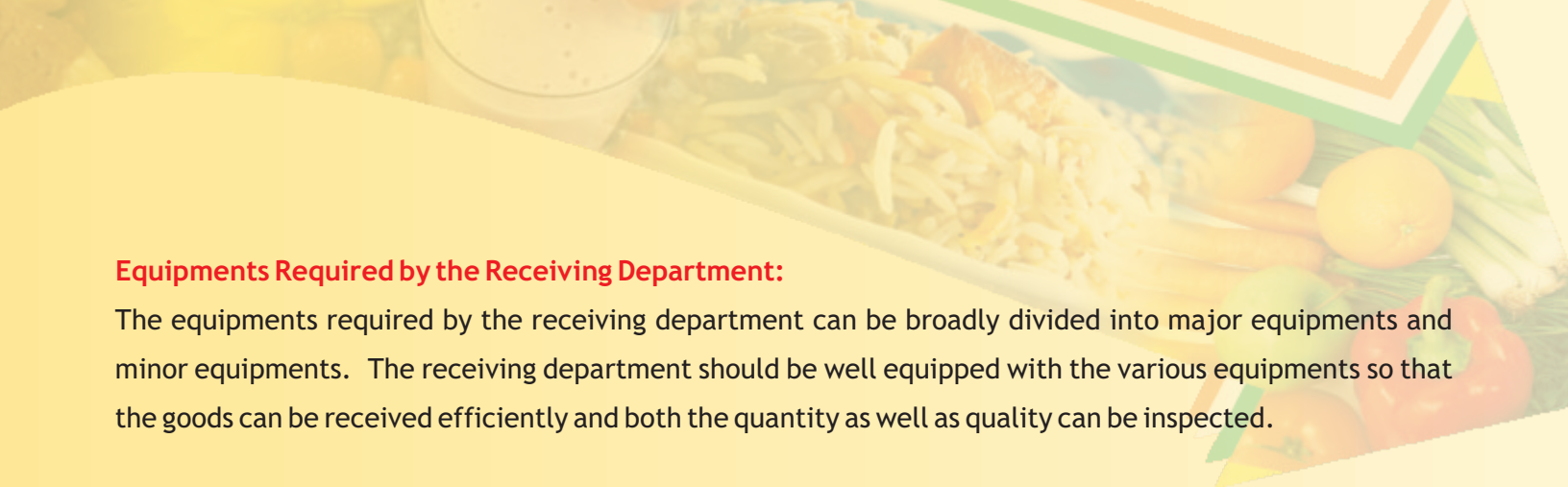
Delivery note comes along with each supply and this delivery note is sent by the supplier. The delivery note is compared with the purchase order for the quantity ordered and for the quality ordered. The delivery note is usually in duplicate. If goods received are as per the purchase order and delivery note then the original copy of the delivery note is retained by the receiving department and the duplicate copy is signed by the receiving department's official and sent back to supplier through delivery man. In case the goods supplied are not as per specifications or the goods supplied are less than ordered, then a credit note is sent and is signed by the delivery man. A copy of the credit note is sent to the supplier through the delivery man; a copy is sent to the purchase department, accounts department, control department and a copy is also retained by the receiving department.

3. Goods Received Book:

All goods received are recorded in the Goods Received Book. This remains as a permanent record of all the goods received by the receiving department. For each day a separate goods received book's page is allotted. This is usually maintained by small hotels. Larger hotels prefer to maintain analytical receiving book. Separate columns are made for meat, chicken, vegetables, frozen food, milk, grocery, etc. This gives information at a glance that how much quantity under various head is received on a particular day.

Goods Received Book

Receiving Officer's Signature Date			
Supplier's Name	Order No.	Supply Order No.	Remarks



Equipments Required by the Receiving Department:

The equipments required by the receiving department can be broadly divided into major equipments and minor equipments. The receiving department should be well equipped with the various equipments so that the goods can be received efficiently and both the quantity as well as quality can be inspected.

Major Equipments:

a) Various Weighing Scales:

Different types of weighing scales are installed at receiving departments. In case of very heavy material like building material (steel, rods, etc) the loaded truck is weighed and after unloading the empty truck is weighed again and the difference is the weight of goods received. Different weighing scales are used to weigh heavy goods (in quintals) and smaller scales to weight goods in kilograms.

b) Conveyer Belt:

After weighing the goods, the conveyer belt is used to carry the goods to the store or to any other convenient place.

c) Fork Truck:

Fork truck is used to lift the un-loaded material from truck to bring to the receiving department for opening the big packets or to carry to weighing scales to weigh the exact weight of the goods received.

d) Crane:

Small cranes are used to stack the goods received in racks or specially build platforms.

e) Trolleys:

Trolleys are used to carry the goods received to the various stores, kitchens and other departments which had requisite the goods.

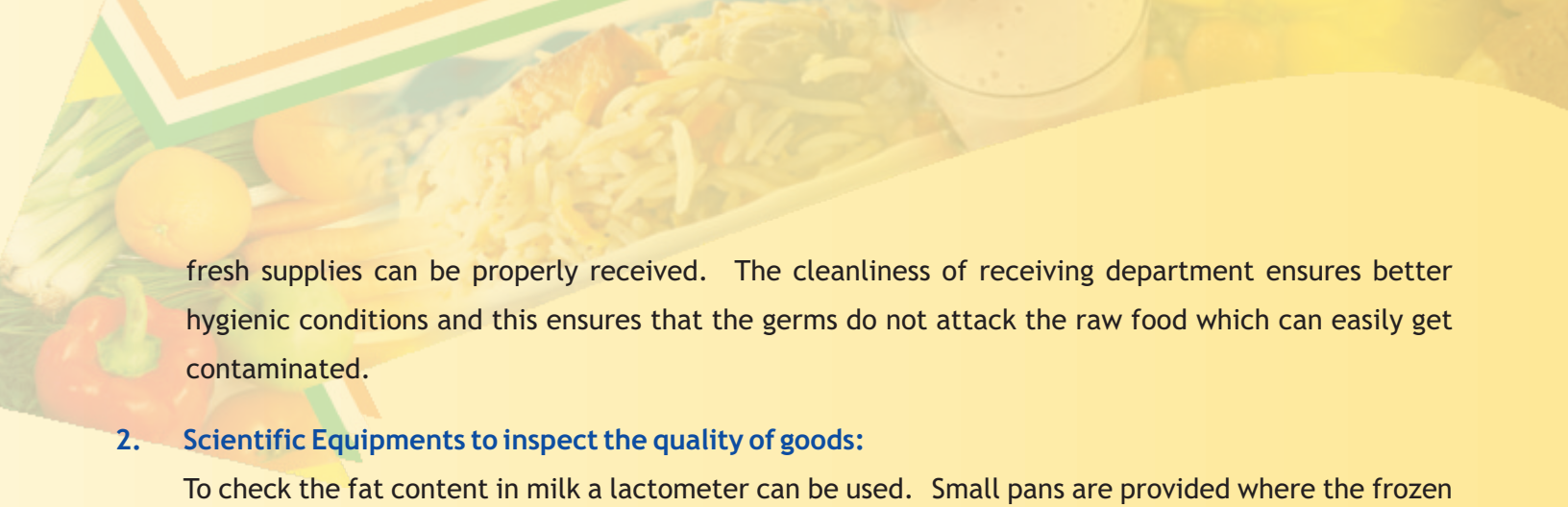
f) Lift:

To carry the goods to higher floors, the goods lifts are provided.

Minor Equipments:

1. Racks:

Numerous racks are provided to the receiving department so that the goods received can be kept till they are shifted to stores. This keeps the floor of the receiving department neat and clean and the



fresh supplies can be properly received. The cleanliness of receiving department ensures better hygienic conditions and this ensures that the germs do not attack the raw food which can easily get contaminated.

2. Scientific Equipments to inspect the quality of goods:

To check the fat content in milk a lactometer can be used. Small pans are provided where the frozen chicken can be dipped by filling them with water and after bringing it to room temperature the weight of the chicken is taken. Sometimes suppliers inject water in the wings / breasts of chicken and freeze them. Hotel pays for the frozen water along with the chicken. Different other scientific equipments are used to check the purity of pulses, whole masalas, etc.

3. Racks:

The filling racks are provided to keep all the supply orders, purchase orders, goods received book, credit notes, etc.

4. Table and Chair:

Table and chairs are provided to carry out the paper work.

5. Telephone and Intercom:

Telephone and intercom are provided so that there is no communication gap among various departments and suppliers.

Receiving of Expensive Items:

Although the quality and quantity received of every item should be checked but a special attention is given to the most expensive items. Prawn, Jumbo Prawns, Smoked Salmon, Meat, Caviar, etc are checked more thoroughly for both quality and quantity before receiving them.

The use of tag serves the following purposes:

1. It ensures that receiving officer actually weights and checks each and individual expensive item.
2. The reference number is issued and this helps in yield testing, portion control and control of food cost.
3. It provides a basis of control for expensive food items.
4. The weight of expensive item is taken and compared with the purchase specification and supply order / delivery note.

5. The date on which the expensive item is received is mentioned and this helps kitchen and store for efficient rotation of stock.
6. It helps in taking weekly and monthly inventories as the purchased weight is recorded.
7. A portion of the tag is sent to control department before issuing them to the kitchen for control purposes. The portion of tag sent to kitchen also contains the desired information of the product.

MEAT TAG

Item:	Lamb Meat
Cut	Full Carcass
Total Weight	8 Kilogram
Price Per Kg.	120 ₹
Total Price	960 ₹
Supplier	XYZ & Co.
Date	12th April, 2007
Food Control Copy No. 345654	
.....	
Item:	Lamb Meat
Cut	Full Carcass
Total Weight	8 Kilogram

Price Per Kg.	120 ₹
Total Price	960 ₹
Supplier	XYZ & Co.
Date	12th April, 2007
Food Control Copy No. 345654	

SUMMARY / RECAPITULATION:

1. The receiving department must follow the procedure of receiving. He should refer to Delivery Note, Purchase Orders and record them in Goods Received Book
2. Receiving department must be well equipped with major and minor equipments to receive goods properly.
3. The expensive items received should be tagged.



LONG ANSWER QUESTIONS:

- Q1. (a) Explain in detail the procedure of receiving foods?
(b) What are the different forms used in receiving department?
- Q2. (a) What is Meat Tag? What are its advantages?
(b) Draw a neat format of Meat Tag.
- Q3. (a) What should be the ideal conditions of location and facilities for an efficient receiving department?
(b) List 5 reasons when a receiving clerk asks for a credit note.
- Q4. Draw the formats of (a) Goods Received Book (b) Credit Note.
- Q5. What are the records maintained in the receiving department? Explain any two of them.
- Q6. Write in detail the equipments required for the efficient receiving.
- Q7. What is Blind receiving? Explain in detail with its advantages.