

# BEER ORDER DELIVERY AND RECEIPT

## OUR POLICY

Ensure what is delivered is what was ordered and has sufficient shelf life.

## WHY WE DO IT

To ensure enough stock is delivered to have beer available at all times and delivered stock is fit for purpose. This will minimise customer complaints and unnecessary beer returns.

### DO

- ✓ Order enough stock
- ✓ Order cask ales in container sizes that can be sold in 3 days.
- ✓ Order keg beers in container sizes that can be sold in 5 days.
- ✓ Organise and clean the cellar before delivery.
- ✓ Ensure any equipment required to deliver beer is working, not damaged and used correctly during delivery.
- ✓ Be available to check the delivery in.
- ✓ Check the delivery as it comes off the lorry.
- ✓ Check the delivery matches the delivery paperwork and what has been ordered.
- ✓ Check each cask is delivered with at least 14 days life (shown on gyle label).
- ✓ Check each keg is delivered with at least 20 days life (shown on gyle label).
- ✓ Note any discrepancies on the delivery note before signing.
- ✓ Check returned empty cask and keg numbers are correct.
- ✓ Sign the delivery note only when satisfied it is correct.
- ✓ Apply a system for rotating stock after delivery.

### DON'T

- ✗ Accept containers without gyle labels.
- ✗ Accept damaged containers that are showing signs of leakage.
- ✗ Accept stock not listed on the delivery note.
- ✗ Use stock out of best before date sequence (always use oldest stock first).

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## BEER ORDER DELIVERY AND RECEIPT PROCESS

- ◆ Thoroughly clean the cellar before delivery.
- ◆ Carry out a Risk Assessment to ensure that the delivery can be made safely:
  - Is the cellar access free from all obstructions?
  - Are there any slip or trip hazards?
  - Is lighting adequate?
  - Check equipment used to deliver beer is working, in good order and not broken.
- ◆ Ensure that the delivery team works in a safe manner.
- ◆ Check the delivery as it comes off the lorry.
- ◆ Check containers are not damaged and show signs of leakage.
- ◆ Check cask ales have at least 14 days shelf life.
- ◆ Check keg beers have at least 20 days shelf life.
- ◆ Check order against delivery note, paying attention to container sizes.
- ◆ Note any discrepancies or damaged or refused goods on the delivery note.
- ◆ Check stock is placed where you want it in the cellar.
- ◆ When satisfied with the delivery, sign the delivery note.
- ◆ Once the delivery has been checked and signed for it becomes the responsibility of the licensed premises.
- ◆ Retain a copy of the delivery note for records.

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