



UNIT 219 (2BS9)

RECEIVE, STORE AND ISSUE DRINKS STOCK

Good organisation is key to running a successful bar, coffee shop or café, and keeping track of stock is crucial. Without proper stock management, the whole operation can quickly crumble into confusion. Good stock-control procedures make the day-to-day running of the business easier, safer and more efficient.

UNIT 219 (LEVEL 2 UNIT, 3 CREDITS)

RECEIVE, STORE AND ISSUE DRINKS STOCK

This unit is about preparing for and checking drinks deliveries, filling in any necessary documents and safely transporting deliveries to storage areas. It also covers ongoing monitoring of storage conditions and stock levels.

This unit has four learning outcomes:

1. Be able to receive drink deliveries
2. Understand how to receive drink deliveries
3. Be able to store and issue drinks stock
4. Understand how to store and issue drinks stock.

*Did you know?
Unlike wine buffs, beer testers have to swallow the product. That's because the tastebuds detecting bitterness are located at the back of the tongue.*



Useful words

AUTHORISED ACCESS

Access to cellars is restricted to trained designated staff, who are responsible for their contents. This is because of the high value of the goods stored and also the licensing laws, which state that anyone under 18 must not have unsupervised access.

CHARGEABLE CONTAINERS

This describes bottles, crates, kegs and casks that have a deposit on them, which is refunded when they are safely returned to the brewery.

DELIVERY

The supply of drinks that have been ordered to a bar or restaurant. The supply and sale of drinks is controlled by the liquor licensing laws, so all deliveries must be documented and checked.

DELIVERY NOTE

This details the quantities and descriptions of drinks delivered.

EXPIRY DATE

All stock must be clearly marked with an expiry date – this could be a ‘best-before’, ‘use-by’ or ‘sell-by’ date – and deliveries must be checked for items that are out of date and therefore unfit for use.

SAFE LIFTING TECHNIQUES

These are guidelines employees must observe to avoid injury or accidents within the workplace while carrying or handling heavy items.

TALLY

Checking the delivery note against the order note to ensure that no additional items have been included.

KNOW YOUR... DRINK CONTAINERS

Barrel



Bottles



Crates



Cans



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ISSUE DRINKS STOCK**

Evidence

This space is to record your evidence for this unit. The criteria that you should be able to record are within the learning outcomes.

No	Method	Summary of evidence, or portfolio reference	Assessor initials
1			
2			
3			
4			

Photocopy if required

***Assessment method key:** **O** Observation; **PD** Professional discussion; **Q** Questioning; **WP** Work product; **WT** Witness testimony; **Oth** Other

What you must do

(OUTCOME 1)

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers

must be observed

	1	2	3	4
1 Prepare receiving and storage areas for deliveries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 Make sure that drink deliveries tally with documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 Make sure that drink deliveries are undamaged, of good quality and do not exceed their expiry dates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 Make sure that goods remain undamaged during transportation to the storage areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Keep receiving areas clean, tidy, free from rubbish and secured against unauthorised access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 Complete delivery documentation accurately and retain a copy for organisations' records.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



HINTS AND TIPS GETTING READY

Always prepare for a delivery before it arrives. Tidy the cellar and collect any items to be returned into the correct place. This is to ensure the cellar is a safe working environment, and to be more efficient when working.

What you must cover

(OUTCOME 1)

You must show that you have covered **ALL** of the following:

1 2 3 4

Deliveries

All must be covered. At least **four** of these must be observed by your assessor.

1 crated bottled drinks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 boxed bottled drinks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 beer kegs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 gas cylinders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 bar equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 glasses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UNIT 219 (2BS9)

RECEIVE, STORE AND ISSUE DRINKS STOCK**What you must do****(OUTCOME 3)**

You must show that you can perform consistently to the same standard. This will be assessed by your assessor using various methods which must include observation of your performance.

Circled numbers must be observed

	1	2	3	4
7 Maintain stock storage conditions and follow stock rotation procedures correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Maintain accurate records of drink items that have been received, stored and issued	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Issue drink items in line with operational requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Report low stock levels to proper person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Keep storage areas clean, tidy, free from rubbish and secured against unauthorised access.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



*Did you know?
The role of cellarman was once a full-time position in itself in most large pubs and licensed premises throughout England.*

What you must cover**(OUTCOME 3)**

You must show that you have covered **ALL** of the following:

1 2 3 4

Storage conditions

All must be covered. **All** of these must be observed by your assessor.

	1	2	3	4
1 lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 ventilation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Drink items

All must be covered. At least **three** of these must be observed by your assessor.

	1	2	3	4
1 crated bottled drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 boxed bottled drinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 bottled wines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 bottled spirits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 keg beers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 cask beers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What you must know

Evidence for this section can be collected in a variety of ways. Your assessor will discuss with you how to collect and record this information.

(OUTCOME 2)

To understand how to receive drink deliveries you need to:

- K1** Describe safe and hygienic working practices when receiving drink deliveries
- K2** State why receiving areas should be secured from unauthorised access
- K3** Explain why and to whom breakages should be reported
- K4** State where and from whom health and safety information can be obtained
- K5** Explain why deliveries should tally with both order and delivery documentation
- K6** State what documentation must be retained for records
- K7** Outline the types of unexpected situations that may occur when receiving drinks stock and how to deal with them.

(OUTCOME 4)

To understand how to store and issue drinks stock you need to:

- K8** Describe safe and hygienic working practices when storing and issuing drinks
- K9** State why storage areas should be secured from unauthorised access at all times
- K10** Explain why correct storage and rotation procedures should be followed
- K11** State why broken bottles should be retained
- K12** State why correct and safe lifting techniques must be used
- K13** State why stock should be stacked correctly
- K14** Explain why a minimum stock of drink items must be maintained
- K15** State to whom low level of stock should be reported and why
- K16** State why the correct documentation must be received before stock is issued
- K17** Outline the types of unexpected situations that may occur when storing drinks and how to deal with them.

HINTS AND TIPS TAKING STOCK

When stocktaking, everything should be thoroughly checked. Individual bottles should be looked at to ensure that they are full, that the seals have not been broken and the corks are intact.



Notes and feedback

You or your assessor may use this space for any notes or additional comments about your work.



HINTS AND TIPS **STACKING CRATES**

When checking crates have been stacked safely, ensure that:

- newly delivered, full crates have not been placed on top of empty crates or crates containing empty bottles, making the stack top-heavy
- differently sized crates are not stacked together
- they are not placed on an uneven surface.