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<b>Section:</b> Bakery and Commissary	
<b>Subject:</b> Bakery Delivery Process	

**Bakery Delivery Process:**

This is the process to be followed for daily bakery deliveries, to ensure accurate and satisfactory service and serve as a reference when addressing bakery, ordering, and delivery issues, early delivery requests, and cut off times. This policy refers to school year deliveries. There is a separate policy to be followed during Summer months.

**Policy:**

The Bakery at USU will deliver three times a day during the school year. The first delivery includes bread and breakfast products. Any items that are needed in the first delivery that do not fall into these categories must be noted 36 hours in advance in the Special Instruction Box\*. The second and third deliveries include the rest of the order. Signed invoices, empty carts, and trays should be picked up and taken back to the bakery during the last deliveries.

Any product or order issues should be reported to the delivery driver immediately.

Invoices must be dropped off with the first delivery to be checked in and signed by the recipient. It is the responsibility of each operation to check the order to ensure accuracy. This includes a check of both quality and quantity. Invoices should be signed and picked up only after the order is completed. Any items that have been substituted or are not ready at the specified delivery time will be noted on the invoice by the bakery staff prior to leaving the Junction. A signed invoice indicates that the order is complete and satisfactory. Any issues with the delivery should be noted on the invoice.

Commented [K1]: Ryan will you make sure this is correct?

\*Please note that the Special Instruction Box and the Special Request Item is not the "magical make anything happen" box. All special requests are to be communicated to the bakery manager first, either by e-mail (requiring a response) or a phone call. Only then is the Special Request Box to be used.

**Procedure:**

**First Delivery** starts at 6:00 a.m. and is completed no later than 6:45 a.m.

The items that are designated for the first delivery are as follows (exception may be Marketplace):

- Hazel's Bread
- Bagels
- Hoagie
- Quick Breads
- Croissants
- Danish
- Muffins
- Turn-Overs
- Pockets
- Sweet Rolls
- All University Inn items

Order of delivery is Catering, The Hub, and then The Quickstop

Download full carts into empty open carts and take any empty carts back to the bakery

**Second Delivery** starts at 8:30 a.m. and is completed no later than 10:00 a.m.

The purpose of the second delivery is to deliver items not required until lunch service. The Items that are designated for the second are as follows:

- All Bars
- All Cookies
- Rolls
- All Pies
- All Brownies
- Bread Bowls

Order of delivery is The Skyroom, Catering, The Hub, The Quickstop and then The Marketplace.

Download full carts into empty open carts and take any empty carts back to the bakery

### Third Delivery

The purpose of the third delivery is to deliver all items that cannot be delivered with the first two deliveries and occurs on an as-needed basis.

### Café Deliveries

Bakery and Commissary Orders for Quadside Cafe, The Artist Block Café, and Luke's Café on the Quad will be picked up from the Junction and accepted by the café delivery driver. The Delivery Driver is responsible for checking the product for both quality and quantity before accepting the order. The delivery driver will be responsible for signing the invoice once the order is completed in full. Orders for the cafes will be ready for pick up according to the following schedule:

5:30 a.m. - All breakfast and bread items

- Danishes
- Bagels
- Puff Pastries
- Croissants
- Coffee Cakes
- Quick Breads
- Muffins
- Hazel's Bread

9:00 a.m. – All remaining Bakery Items:

- Cake Balls
- Éclairs
- Fruit Tarts
- Rolls
- Focaccia
- Buns
- Hoagies
- Cookies
- Brownies
- Bars

### Saturday Delivery

Saturday Delivery for Catering, Hub, and Marketplace to be delivered no later than 8:00 A.M.

- Catering will follow early delivery protocol

Quadside Café: Weekend Orders will be ready to be picked up in full no later than 9:30 AM. Invoices for Weekend orders will be left with bakery cart and any exceptions will be noted by Bakery Staff. Orders for Sundays that are baked on Saturday will be wrapped in Bun Pan Bags to preserve freshness until they are used Sunday and placed on separate trays from the Saturday orders. The order will be left in the designated cart in the center Bakery room.

### Early Delivery Requests

Early delivery time is at precisely 5:30 am, not earlier or later. Early delivery requests need a 36 hour notice.

When an early delivery request is needed, please note it in the special request box on the order guide. Advance notification with the bakery manager is required before utilizing the special request box or special item. There are times when the bakery has multiple requests for early delivery in which the bakery manager will prioritize the order in which the requests will be met.

**Commented [d2]:** Can the early delivery time be a specific time when the needed time precedes the schedule as listed above?

**Commented [K3R2]:** I added a note at the bottom of this section in red. Catering does this on a regular basis, which note I also added.

The early delivery request should be used only when the need is real and urgent.

If an early delivery is requested there has to be someone there to check in the order.

If something normally delivered on the 2<sup>nd</sup> delivery needs to be delivered on the 1<sup>st</sup> delivery write it in the special request box on the order guide. Such requests also require a 36 hour notice.

If an item is needed at a specific time that precedes the schedule listed above, it should be noted in the special request box.

Catering requests early deliveries with specific times per item, which is to be noted in the special request box.

### Late Items

If an item cannot be delivered with the designated delivery run, the bakery manager will send an email as soon as it is determined that an item will be late.

The bakery manager will state approximately when the late item will be delivered. This may be between scheduled delivery times. If the ordered item cannot be remade in time, the bakery manager will offer an appropriate/comparable substitute.

In order to ensure the quickest resolution, the problem will also be communicated to the recipient of the order by noting it on the invoice and communication through the delivery driver. Operations should contact the bakery manager as soon as possible if the proposed solution is not satisfactory. At this point, possible alternatives will be discussed and agreed upon.

If deemed absolutely necessary, the bakery manager will call the operations manager directly to come to an agreeable solution.

### Receiving Orders

Each operation is responsible for maintaining a designated receiving area, providing carts for receiving orders, and scheduling a designated receiver to check in the delivery. **Items that need refrigeration and those that do not, will be left here (...where is here? The operation location? The bakery/commissary?) by the delivery driver.** The driver is not responsible for storing the product. Between deliveries the invoice will remain located with the receiving carts.

Commented [K4]: This doesn't make sense

If an item is rejected it must be sent back with the delivery driver. The delivery driver will notify the bakery manager and it will be replaced as soon as possible.

### Placing Orders

The cut-off time for placing orders is Noon the day before delivery. If an item needs to be added after the cut-off time, the operations manager must contact the Bakery Manager for approval. The Bakery Manager may accept or decline the request to add late items to an order based on the constraints of the production schedule. The operation will contact the order system administrator to order the product. Before the product will be ordered by the administrator, an e-mail must be sent by the Bakery Manager to the administrator approving the late order.

### Addressing Delivery Concerns

Address any concerns with the delivery driver first in order to solve problems at the lowest level. If there are any problems that cannot be solved through the delivery driver contact the bakery manager, Steven Wright. If it needs immediate attention call him at 435-760-5309 and then call the bakery directly at 435-797-3723. If the problem can be addressed later email the bakery manager at [steven.wright@usu.edu](mailto:steven.wright@usu.edu) and cc the executive chef at [don.donaldson@usu.edu](mailto:don.donaldson@usu.edu).

Credits will be issued when product does not meet The Bakery at USU standards. The executive chef of the Junction has the final say on whether or not standards have been met.