



"Creating an excellent college experience"

Date Issued: May 2011	Policy Number: 402
Date Revised: October 2016	
Section: Bakery and Commissary	
Subject: Bakery Delivery Process - Summer	

Summary

This is the process to be followed for daily bakery deliveries during the summer to ensure accurate and satisfactory service as well as a reference for any bakery issues within Dining Services.

Policy:

The Bakery at USU will deliver products two times per during the summer. The first delivery includes all breakfast products. Any items required in the first delivery that do not fall into these categories must be noted in the order by using the special request 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.

Invoice will be left with the first delivery to be checked in and signed by the recipient. 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 bakery staff prior to leaving the Junction.

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:

Summer Deliveries May – August

First Delivery – breakfast items

- Danishes
- Bagels
- Puff Pastries
- Croissants
- Coffee Cakes
- Quick Breads
- Muffins
- Hazel's Bread
- Focaccia
- Rolls
- Buns
- Hoagies

First stop

Catering Delivery will be between 6:15 and 6:30 A.M.
 Down load full carts onto empty carts against far wall of catering department
 Grab any empty carts
 Catering will have someone there to check in their order

Second stop

Hub Delivery will be between 6:30 and 6:45 A.M.
 Down load full carts onto empty racks in designated area
 Hub will have someone there at this time to check in the order

Third Stop

The Quickstop will be delivered between 6:45 AM and 6:55 AM

Fourth Stop

University Inn by 7:00 am

Second Delivery – all remaining items**First Stop**

Hub and Quickstop between 8:00 and 8:15 AM

Down load full carts onto empty racks in designated area

Pick up signed invoices

Second Stop

Quickstop between 8:15 and 8:30 AM

Pick up signed invoices

Third Stop

Marketplace (when needed), Catering (when needed) and Skyroom delivery will be between 8:30 and 8:45 A.M.

Down load products onto stationed open racks

Gather sheet pans for next day's production

Pick up signed invoices

Delivery person will communicate with catering regarding any products still coming over and their delivery times

Gather empty carts

Café Deliveries

Bakery and Commissary Orders for Quadside Café, 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:

6:00 a.m. - All breakfast and bread items

- | | | |
|-----------------|-----------------|-------------|
| • Danishes | • Coffee Cakes | • Foccaccia |
| • Bagels | • Quick Breads | • Rolls |
| • Puff Pastries | • Muffins | • Buns |
| • Croissants | • Hazel's Bread | • Hoagies |

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

- | | | |
|--------------|---------------|------------|
| • Cake Balls | • Fruit Tarts | • Brownies |
| • Éclairs | • Cookies | • Bars |

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 and cc the executive chef at 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.