



"Creating an excellent college experience"

Date Issued: May 2016	Policy Number:
Revised:	405
Section: Bakery and Commissary	
Subject: Commissary/Warehouse Operations & Delivery Procedures	

Commissary/Warehouse Operations & Delivery Procedures:

Commissary Operations:

The purpose of the commissary is to provide Aggie Eats items as well as all food-related production items necessary to the operation of all café's and retail outlets within Dining Services. This includes Quadside Café, Luke's Café on the Quad, Shaw's 88, Artist Block Café, Emma's Nook, Hub, Quickstop and the ARC. In addition, the Commissary provides limited food-related production for Catering, Marketplace, Junction, and the Skyroom.

Commissary Production Schedule Timeline:

1. All Hub items will be completed and ready for delivery no later than 7:00am.
2. Any Junction items that are completed can be picked up no later than 9:00am.
3. All café and Quickstop items will be completed and ready for delivery no later than 9:00am.
4. All items for the ARC will be ready no later than 10:00am.

Note: Over holidays and semester breaks all items will be available for delivery no later than 9:00am for all outlets that are scheduled to be open.

Warehouse Operations:

The purpose of the warehouse is to maintain inventory levels, storage as well as delivery services for the following outlets: Quad, Luke's, Shaw's 88, Artist Block, Skyroom, Emma's Nook, Quickstop, SLC Stop and the ARC.

Warehouse Delivery Procedures:

1. All breakfast bakery items will be ready for delivery no later than 6:00am. At that time the driver will load up and deliver items to all café's. With this delivery the café's will receive a copy of the commissary and bakery paperwork for checking off and signing. Driver returns with empty carts and dirty items by 7:45am.
2. Break. (Window for commissary and bakery to finish production.)
3. All pic list orders will be filled next. They will be delivered to the café's no later than 9:45am along with all available commissary items.
4. Last delivery run will be made to take any remaining commissary, bakery and pic list items as well as any corrections or additions to orders will be completed at this time. This includes the ARC delivery. The

driver will collect all signed order sheets for commissary, bakery and warehouse to confirm all orders were completed as requested. This will be completed no later than 10:30am.

5. Driver will collect all available dirty items as well as totes on each delivery. Café's need to make sure there are no sellable items mixed in with the dirty items.
6. It is the café's responsibility to check off and sign for all deliveries to ensure accuracy. Corrections should be communicated to the driver, warehouse manager or commissary manager at the time of discovery. Expired product incurred through normal daily operation should be disposed of by said operation. If you receive expired product, inform the driver or warehouse manager and it will be replaced with fresh product on the next available delivery time. Driver is not responsible for disposing of these or any other refuse or recycling items from your café's.
7. All communications should be initiated via face to face or radio with the driver. If necessary, use a phone call or text to the warehouse manager or commissary manager.

Note: There are times when items are ready for delivery prior to or after scheduled times. Whenever possible we will deliver them at the time of availability.

PM & Weekend Warehouse, Commissary, & Bakery Deliveries:

1. Driver begins filling ABCB, Luke's and Huntsman PM orders at 3:00pm Mon thru Thurs. (2pm on Fridays) All PM deliveries should be delivered to the café's no later than 6:30pm Mon thru Thurs and 6:00pm on Fridays.
(Note: Quad will still be receiving any PM commissary on the Friday delivery.)
2. Quad's Friday PM list is prepared after all deliveries are completed. It is held for delivery on Saturday morning with the AM commissary and bakery items. This delivery, including bakery and commissary items, will be completed no later than 9:30am. This includes bakery for Hub and Market Place.
3. Quad's Sunday delivery consists of commissary and pic list items. The pic list needs to be submitted on the Saturday night before Quad closes. This delivery will be completed no later than 10:45am.
4. Driver collects all empty totes and dirty items as well as a signed order sheets upon each delivery.
5. All dirty towels and aprons will be collected on Mon, Wed and Fri as needed.

PIC LIST PROCEDURES:

1. All AM pic lists need to be in the night before the scheduled delivery day. If day of, they need to be in no later than 7:30am.
2. All PM pic lists must be in no later than 2:45pm day of. Fri only PM pic lists need to be in no later than 2:00pm. Driver needs to start 1 hour earlier to accommodate the earlier closing times for the cafe's.

Breaks, Holidays & Summer:

1. Commissary orders, for the date of return from a break or holiday, should be in the Friday before the scheduled date returning. The café's need to indicate on the order form which items they would like to receive on the first delivery. This ensures that production can be adjusted to meet your needs. The delivery times are the same as outlined in (Warehouse Delivery Procedures).
2. Warehouse pic list orders, for items needed first day of return, need to be submitted as a PM delivery on the last day before the holiday weekend. These items will be delivered following the normal schedule for PM deliveries outlined above. This ensures that you will have these items first thing on the day of return.

Commented [d1]: Would like the last delivery at 10:30am. The times that we have people at the operations are:
Quadside- 5:30am
ABCB-6:45am
Shaw's 88-6:45am
Lukes- 6:00am
If we need to get people in operations sooner we can do that.

Commented [K2R1]: Is this timeframe for the first delivery mentioned in part (1)?

3. Summer delivery schedule will follow the same order as outlined in (Warehouse Delivery Procedures). Adjustments will be made to the scheduled times based on which café's will be open and what will be their hours of operation.
4. Café's need to follow the same pic list procedures outlined above. (No PM pic lists).