



## List for Operators when Receiving Beer

1. Upon delivery and before the operator accepts the delivery.
  - a. Know your distributors policy on returning beer.
  - b. Inventory: Confirm that what was ordered is reflected on the invoice and is what was delivered.
  - c. Inspect: Visually inspect the condition of the delivery.
    - i. Date coding is intact and within range.
    - ii. Crowns, cans and keg valves are free of rust or debris.
    - iii. Accept only what was ordered and only what is in proper condition.
    - iv. Refuse any improper orders, products or hardware (kegs) with issues
  - d. Enter new product into rotation or storage inventory.
    - i. Add bottles and cans into rotation or appropriate storage
    - ii. Add kegs to rotation or appropriate storage.
      1. Ensure draught system is clean (See DraughtQuality.org) and ready to accept beer.
    - iii. Store your beer properly,
      1. The Brewers Association recommends storage temperatures of under 40°F for kegs waiting to be tapped and under 50°F for bottled and canned product.
2. Taste for quality. If a product is deemed inadequate, an operator's immediate action should be to call the distributor that delivered it. Work with the distributor to remedy the issue. Educated staff should come to the conclusion if a beer is not as intended by the brewer and if the beer in question should be sent back.
  - Should the distributor be ineffective in helping remedy the situation, the operator's next call is to the brewery. Alert the brewery and let them know you have already requested assistance from the distributor and what you've asked to be done.
  - Working in partnership with the distributor and brewery to find a solution will likely be your most valuable course of action. Know the difference between a beer that is not your preference and a beer that is "off" or of poor quality.
3. Steps for refusing and returning beer.
  - a. Pull from draught/inventory immediately.
  - b. Keep back stock refrigerated.
  - c. Pull from the menu. Alert staff that product is not available.
  - d. Call distributor or brewer.