

<b>HACCP</b> Europa.com	<b>STANDARD OPERATING PROCEDURE</b>	<i>Issue: 1</i>	<i>Ref No:</i>
		<i>Issued by:</i>	
	<b>Food from Outside Sources</b>	<i>Approved by:</i>	
		<i>Issue date:</i>	
		<i>Approval date:</i>	
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**SCOPE:** This procedure applies to employees who handle, prepare, or serve food.

**PURPOSE:** To prevent foodborne illness due to hand-to-food cross-contamination.

**RESPONSIBILITY:** It is the responsibility of the management to ensure that the following procedures are adhered to and understood by all relevant personnel and the personnel follow State or local health department requirements.

**INSTRUCTIONS:**

1. Managers must be informed and approve all foods brought by a customer for consumption in the restaurant, a birthday cake made at home. Customers bringing food into the restaurant for consumption must complete an Outside Food Request Form that identifies where the food was prepared, the use of any common allergen, and name and address of the food preparer. Any foods brought into the restaurant for onsite consumption must be in ready-to-eat form.
2. Employees receiving a customer’s inquiry about bringing in food from an outside source must contact the manager on duty.
3. The manager will handle all special requests.
4. The designated employee will ensure the consumer completes the Special Food Request Form *prior* to delivery of the product.
5. The Special Food Request Form identifies the product, key ingredients and use of common allergens, storage requirements, service needs, and location of product production or vendor name. The manager reserves the right to deny the request based on information provided and restaurant needs. For instance, the manager might perceive service of this product poses a high risk for foodborne illness and/or the restaurant may not be able to provide needed storage space or service.
6. The manager will communicate approval or denial to the customer within 48 hours of the request submission.
7. The manager reserves the right to deny any previously approved request should information about the product delivered be inconsistent with the product information provided.

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8. The manager will communicate necessary handling instructions to production, storage and/or service staff.
9. The restaurant is not liable for any contamination of the product or any illness to customers who consume the food.

**MONITORING:**

1. A designated employee will inspect that each employee is following this SOP.

**CORRECTIVE ACTION:**

1. Any foodservice employee found not following the procedures in this SOP to be retrained.

**VERIFICATION AND RECORD KEEPING:**

1. The manager will verify that foodservice employees are following this SOP by visually observing the employees during all hours of operation.
2. The manager will complete the Special Food Request log daily.

**RECORDS APPLIED TO THIS PROCEDURE:**

- Special Food Request Log

**DOCUMENTATION RETENTION:**

The records applied to this procedure are to be kept on file for a minimum of 3 years.