



Facility Name: \_\_\_\_\_

Department: \_\_\_\_\_

Policy No: \_\_\_\_\_

## STANDARD OPERATING PROCEDURE

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### Food from Outside Sources

**Policy:** 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.

**Procedure:** Employees receiving a customer's inquiry about bringing in food from an outside source must contact the manager on duty. The manager will handle all special requests.

The restaurant manager will:

1. Ensure the consumer completes the Special Food Request Form *prior* to delivery of the product.
2. 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.
3. The manager will communicate approval or denial to the customer within 48 hours of the request submission.
4. The manager reserves the right to deny any previously approved request should information about the product delivered be inconsistent with the product information provided.
5. The manager will communicate necessary handling instructions to production, storage and/or service staff.
6. The restaurant is not liable for any contamination of the product or any illness to customers who consume the food.