



.....handling.....

Glassware, China, and Flatware



Libbey
GLASSWARE
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Syracuse
CHINA
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WORLD
TABLEWARE
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TRAEX
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attention

▼ Staff ▼

Handling glassware for safety and profitability

One of the most important merchandising tools used by the owner/operator to present meals and beverages to guests is proper glassware. To maintain the life of this investment, it needs to be treated and handled carefully. Improved handling means less breakage and damage, which translates into higher productivity and lower incidences of injury accidents. The tips included in this guide are designed to improve handling of glassware by reducing the most common causes of damage — mechanical shock and thermal shock.



1. Thermal Shock

Thermal shock is the result of glass experiencing a sudden temperature change. Glass holds temperature, and a rapid change in temperature can cause enough stress to result in breakage. For example, a glass that has held ice

cannot go directly into the dishwasher; a glass warm from the dishwasher should not go directly into service; and cold water or ice should not be put into a warm or hot glass or cup. In all cases, the glass needs to reach room temperature before being taken to the other extreme, and the thicker or heavier the item, the more time is needed. Cracks that result from thermal shock usually form around abrasions caused by mechanical impact, increasing the chances of breakage.



2. Mechanical Shock

Mechanical shock in glassware is the direct result of contact with another object, such as a spoon, a beer tap, another glass, or a piece of

china. This kind of contact can cause a minute abrasion, invisible to the eye, but a source of weakness in the glass, making it more susceptible to breakage from impact or thermal shock.



General Handling:

- Keep adequate supplies of glassware in order to prevent recently washed items from going directly into service.
- Place guides on scrap tables for busboys to place glass, china, and flatware in separate areas.
- Check dishwasher temperature twice daily.
- Replace worn glass washer brushes.
- Instruct busboys to **BE QUIET**. No one wants to eat in a noisy place. This will cut down on breakage of glassware, as well as help create a pleasant, quiet atmosphere.
- Never put cold water or ice into a warm or hot glass.
- Bus glassware directly into racks, or use divided bus trays with flatware baskets.
- Color code racks for different glass, china, and flatware items.
- Remove severely abraded glass from service.



waitress,
waiter,
bartender
functions



Never pick up glasses in bouquets.



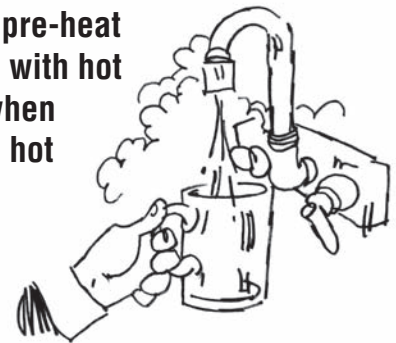
Always use a plastic scoop.
Never scoop ice with glasses.



Never stack glasses.



Always pre-heat glasses with hot water when pouring hot drinks.



Never contact glasses with the beer tap.



Always have an adequate back-up supply of glassware for rush periods.



Avoid glass-to-glass contact in overhead racks and **anywhere** else.



Always handle glassware gently (and quietly).

Remove abraded, cracked, or chipped glassware from service.





busboy
function



Never pick up glasses in bouquets.



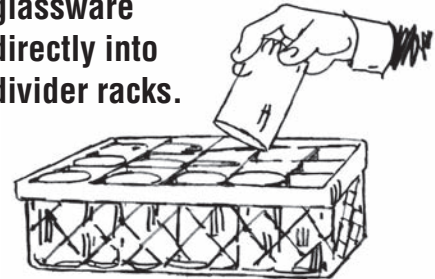
Always dump ice out of glassware before sorting into bus trays.



Never stack glasses.



Always bus glassware directly into divider racks.



Never put flatware into glasses.



Always sort items in bus trays.



Never overload bus trays.



Always handle glassware gently (and quietly).

Remove abraded, cracked, or chipped glassware from service.



handling glassware

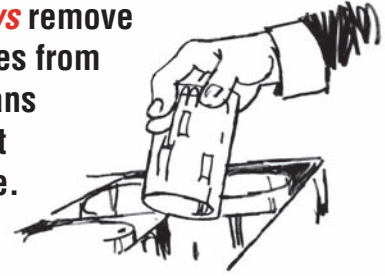
dishwasher
function



Never pick up glasses in bouquets.



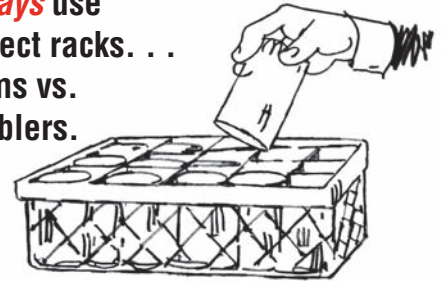
Always remove glasses from buspans **one** at a time.



Never stack glasses.



Always use correct racks. . . stems vs. tumblers.



Never put flatware into glassware.



Always clean (scrape)
1 glassware,
2 flatware,
and then
3 china

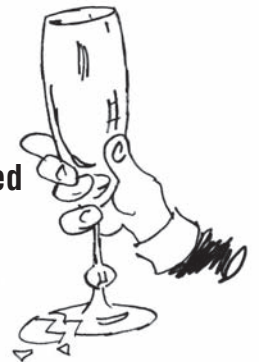


Always dump ice and let glassware reach room temperature before washing.



Always handle glassware gently (and quietly).

Remove abraded, cracked, or chipped glassware from service.



attention

▼ Staff ▼

Handling china for safety and profitability

Commercial china, like any equipment in your establishment, requires proper care and maintenance in order to maximize the return on your dinnerware investment. The most severe test of chinaware quality and cost effectiveness is its ability to maintain appearance and resist damage and breakage under the demanding conditions of bussing, scraping, racking, warewashing, and storage. Below is a reference guide to the three most common problem areas related to dinnerware failure — breakage or chipping; scratches, metal marking, and excessive glaze wear; and stains or discoloration.

1. Breakage or chipping

Breakage and chipping are the result of mechanical shock caused by improper use. Take care to avoid using metal trays and improper racks. Overloading of bus boxes and dish racks, as well as piling heavy items on lighter items, stacking china too high, nesting cups, and using other china or metal utensils to scrape dishes can all cause strain on commercial dinnerware.

Other causes of breakage include high water pressure in dish machine, lack of rubber guards on disposal unit or dish machine, lack of protective matting on floor of dishwashing area, and hand washing operations.

2. Scratches or metal marking and excessive glaze wear

Scratches and metal marking can result from many of the same causes as breakage and chipping, especially the use of improper metal trays, boxes, and racks. Scratches and excessive glaze wear can also occur by scouring china with metal pads, steel wool or abrasive cleansers; stacking hot, wet china; infrequent cleaning of stainless steel dish tables; and overworking china because of inadequate inventory.

3. Stains or discoloration

Unattractive stains and discolorations can be caused by inattention to cleaning procedures such as allowing china to remain unwashed after use, pre-soaking in water over 160°, improper detergent concentrations, hard water or iron content, lime content in old equipment, and clogged or eroded spray nozzles.

General Handling:

- Keep adequate supplies of china to prevent recently washed items from going directly into service.
- Place guides on scrap table for busboys to place glass, china, and flatware in separate areas.
- Check dishwasher temperature twice daily.
- Replace worn rubber and plastic china scrapers.
- Instruct busboys to **BE QUIET**. No one wants to eat in a noisy place. This will cut down on breakage of china, as well as help create a pleasant, quiet atmosphere.
- Never put cold water or ice into a warm or hot cup or mug.
- Bus china directly into racks, or use divided bus trays with flatware baskets.
- Color code racks for different glass, china, and flatware items.
- Remove severely abraded china from service.



busboy
function



Never
stack
cups.



Always
carry
dishes
carefully.



Never
overload
Lowerator
storage.

Stack china
to the proper
level.



Always
place
cups in
racks.



Never
carry more
dishes than
you can
safely
handle.



Always sort
all items in
bus tray.



Never
overload
bus trays.



Always make
sure you have an
adequate supply
of china for rush
periods.





dishwasher
function



Never allow
dirty dishes
to pile up.



Always keep
receiving area
neat and clean.



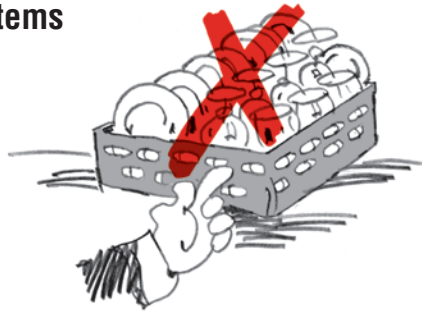
Never
use
abrasive
pads or
other
dishes
to remove
scraps.



Always remove
scraps carefully
with rubber
scraper
or water
spray.



Never load loose, mixed
items



Always load
like items
in each
dish rack.



Never stack dishes
more than
16 inches
high.



Always handle
china carefully.



attention

▼ Staff ▼

Handling flatware for safety and profitability

Silverplated and stainless steel flatware can be some of the most effective elements of an operation's merchandising plan. To maintain the life of these investments and to keep them looking new, they need to be handled carefully and maintained properly. The following guidelines are designed to help you maximize your flatware's years of service by reducing the most common causes of damage and loss of luster—corrosion, tarnishing, and buildup.

1. Corrosion

Corrosion in flatware occurs when chlorides in food soils dissolve and attack silverplating and stainless steel, permanently damaging their surfaces. Corrosion can result from several factors — the use of improper containers and compounds used for cleaning and storage, dirty presoak solutions, extra-long presoak times, and incorrect washing and drying procedures. Water and cleaning solutions can break down the flatware's protective oxide layer, and extended exposure to moisture increases the risk of rust.

Tableware should never remain soiled overnight. Presoaking is recommended, after which it should be immediately washed in high temperatures — low temperatures or chlorine baths will attack silver and metal. To prevent corrosion and film build-up, flatware must be rinsed thoroughly and dried immediately after rinsing.

2. Tarnishing and buildups

To keep flatware looking new, a regular detarnishing and burnishing schedule must be established. In silverplated flatware, surface discolorations can be caused by silver sulfide deposits. In stainless steel, buildup of foreign material such as food soils or hard water deposits can cause a black, blue, or grey discoloration.

General Handling:

- Keep adequate supplies of flatware for rush periods.
- Place guides on scrap tables for busboys to place glass, china, and flatware in separate areas.
- Instruct busboys to **BE QUIET**. No one wants to eat in a noisy place. This will cut down on damage to flatware, as well as help create a pleasant, quiet atmosphere.
- Never put flatware into glasses or cups.
- Bus flatware directly into racks, or use divided bus trays with flatware baskets.
- Never allow flatware to remain soiled overnight.
- Presoak, thoroughly wash, and dry flatware immediately after washing.
- Check dishwasher temperature twice daily, and use only high temperatures.
- Color code racks for different glass, china, and flatware items.
- Remove corroded flatware from service.

handling flatware

▼
busboy
function



Never put flatware into glasses or cups.



Always sort all items in bus trays.



Never allow flatware to remain soiled overnight.



Always load flatware into presoak containers immediately after use.



Never load flatware into aluminum, copper, or copper alloy containers for presoaking.

Use only plastic or stainless steel.



Never overload bus trays.



Always store flatware in a dry area away from cooking fumes and corrosive materials.



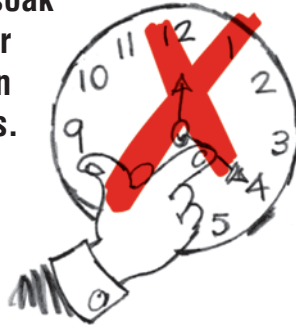
Always make sure you have an adequate supply of flatware for rush periods.



▼
dishwasher
function



Never presoak flatware for longer than 15 minutes.



Always change presoak solution frequently.



Always presoak flatware immediately after use. Wash flatware immediately after presoak and dry after rinsing.



Always dissolve liquid and powder presoak compounds completely before adding flatware.



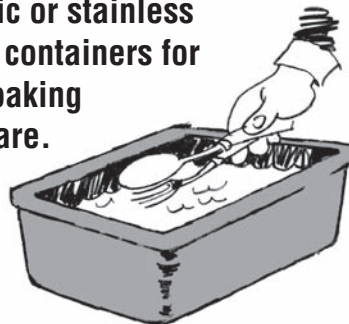
Never allow flatware to remain soiled overnight.



Always wash flatware in a vertical position in temperatures above 135°F. Rinse in clean water at 180°F.



Always use only plastic or stainless steel containers for presoaking flatware.



Always use a nonabrasive, noncorrosive cleaning agent and a water softener or wetting agent.



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