



.....handling.....

Glassware, China, and Flatware



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GLASSWARE
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Syracuse
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WORLD
TABLEWARE
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attention

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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.

handling glassware

waitress,
waiter,
bartender
functions



Never pick up
glasses in
bouquets.



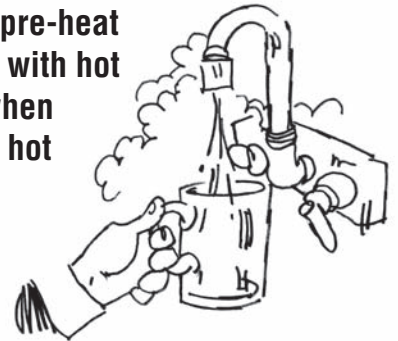
Always use a
plastic scoop.
Never scoop
ice with
glasses.



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.



handling glassware

busboy function



Never pick up
glasses in
bouquets.



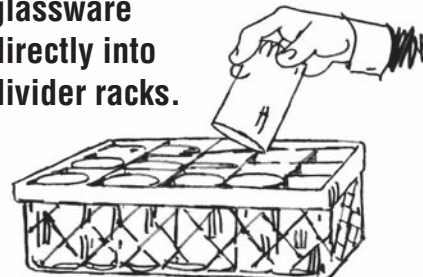
Always dump ice out
of glassware
before sorting
into bus trays.



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

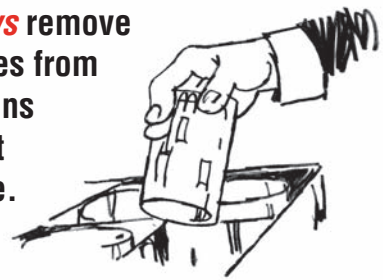
dishwasher
function



Never pick up
glasses in
bouquets.



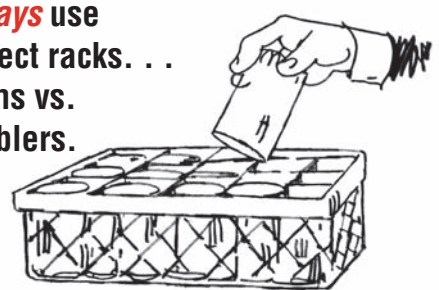
Always remove
glasses from
buspans
one at
a time.



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

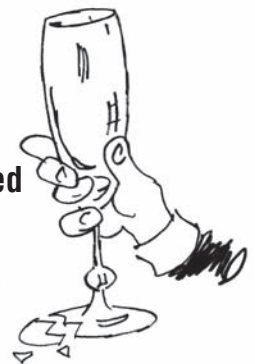


Always dump ice
and let glassware
reach room
temperature
before
washing.



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.



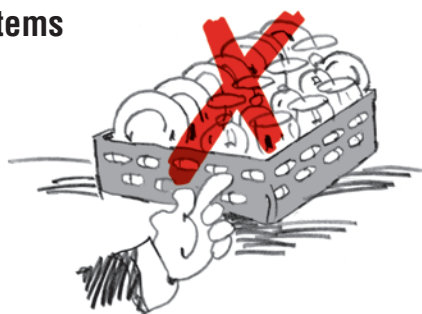
Never use abrasive pads or other dishes to remove scraps.



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.



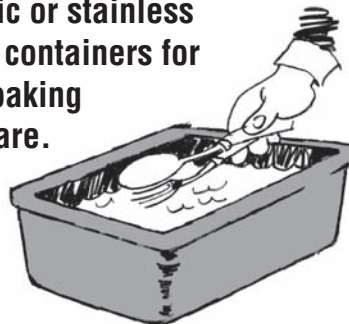
Never allow flatware to remain soiled overnight.



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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