

GLASSWARE CARE & HANDLING

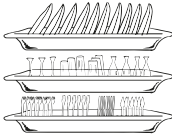
Elegant dinnerware, shining cutlery, fresh linens and sparkling glassware make an impression on your customers that is almost as important as what is on your menu. As such, high-quality tableware is a big investment — protecting and maintaining this investment is essential to the success of your operation.

Thermal shock (sudden temperature change causing stress and often resulting in breakage) and mechanical shock (impact causing chipping, cracking, or breakage) are the primary factors affecting the lifecycle of glassware.

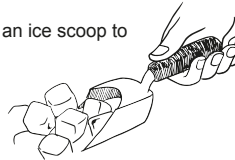
Foodservice glassware absorbs thermal and mechanical shocks on a daily basis. Eventually, it will give in to the buildup of these shocks, and breakage will occur. If your glassware shows the wear and tear of rigorous use, it should be retired — before it can break in-service or otherwise affect your customers' opinion of your operation.

Glassware DO'S

ALWAYS separate glassware, dinnerware and flatware bus tubs.



ALWAYS use an ice scoop to fill glasses with ice



ALWAYS stack items specially marked as stackable



ALWAYS allow freshly washed glasses to return to room temperature before going back into service



ALWAYS preheat glasses used for warm drinks with warm water.



ALWAYS remove chipped or cracked glassware from service for safety reasons.



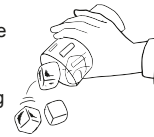
ALWAYS load glassware into a plastic storage rack.



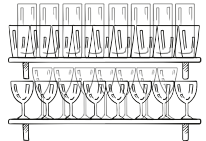
ALWAYS use the proper racks for each glass.



ALWAYS remove ice and beverage before placing glass in bus tub to allow the glass to return to room temperature before dishwashing (to avoid thermal shock).



ALWAYS keep the proper amount of par levels for the operation.



Glassware DONT'S

NEVER mix glassware, dinnerware and flatware in the same bus tub.



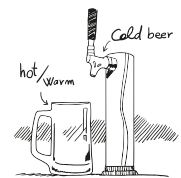
NEVER scoop ice with glasses.



NEVER stack glasses that are not marked stackable.



NEVER use dishwasher warm glass for serving cold beverages



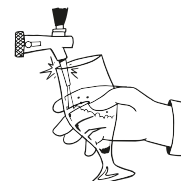
NEVER have glass to glass contact—avoid picking more than 1 glass up at once.



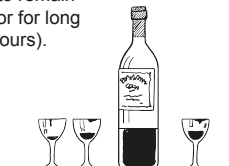
NEVER put flatware into glasses.



NEVER allow the glass to make contact with the beer tap.



NEVER allow glassware to remain soiled overnight or for long periods (max 2 hours).



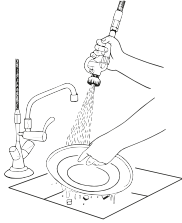
Because no two restaurants are the same, daily usage, handling practices and results will vary. For more information on care and handling, please contact your Arc Cardinal representative or call our customer service department at 973-628-0900.

DINNERWARE CARE & HANDLING

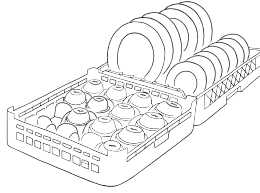
Foodservice dinnerware handles a heavy workload — and while Arc Cardinal builds dinnerware for such usage, there are some simple steps that can be taken to significantly prolong the life and look of these products. The following guidelines cover various troubleshooting and maintenance ideas that are applicable to all types of dinnerware.

Dinnerware DO'S

ALWAYS use a plastic scraper, sink sprayer or gloved hand to remove stubborn food.



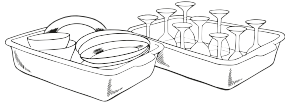
ALWAYS use proper dish racks for plates and hollowware items during dish washing.



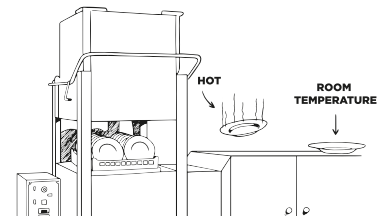
ALWAYS have your commercial dishwasher serviced regularly to ensure proper water balance and rinse aid.



ALWAYS separate dinnerware from glassware and flatware in bus buckets.

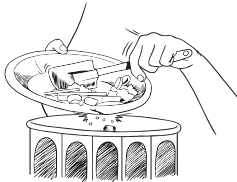


ALWAYS allow dinnerware to cool after dishwashing to room temperature and thoroughly dry before storing or putting back in service

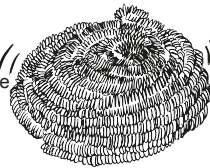


Dinnerware DONT'S

NEVER bang dinnerware on waste can or warewashing table to avoid chipping and damage to dinnerware.



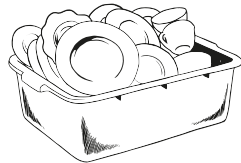
NEVER use metal pads, steel wool or abrasive cleaners.



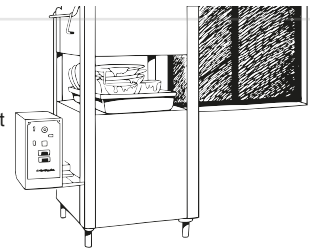
NEVER stack dishes more than 1 ft. high.



NEVER overload bus buckets.



NEVER leave soiled dinnerware overnight to avoid staining of surfaces from certain beverages and sauces.



Arc Cardinal Five-Year Edge Chip Warranty

Select Chef & Sommelier and Arcoroc collections offer a five-year edge chip warranty as standard on ALL pieces within the collections — yes, including the squares, rectangles and cups — yes, everything. (Conditions available upon request.)

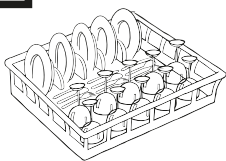
FLATWARE CARE & HANDLING

Strict adherences to specifications and stringent quality controls at each stage of production make Chef & Sommelier, Sola and Arcoroc flatware resistant and reliable. We meticulously scrutinize our items to ensure they are of the correct gauge, an important guarantee of durability.

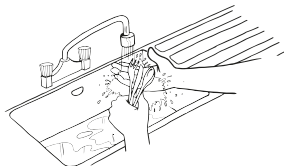
Arc Cardinal offers flatware made from **18/10 stainless steel** and is designed to withstand intensive use and industrial dishwasher conditions. Whether classic or modern, you will find the Chef & Sommelier, Sola, or Arcoroc pattern that fits your needs in terms of aesthetics and user requirements. For your peace of mind, our 18/10 products come with a 10-year guarantee, applicable in case of any defect in the materials or production. This guarantee is only valid if all recommendations for use (listed below) are followed. Damage due to normal wear and tear, an accident, improper use, excessive use of detergents or use of non-compliant detergents is not covered by this guarantee. This does not cover discoloration, scratching or staining.

Flatware DO'S

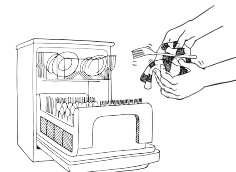
ALWAYS separate flatware from other items in the bus tray.



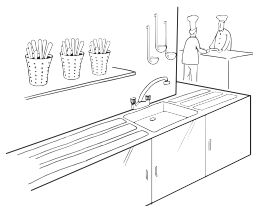
ALWAYS rinse flatware after use before loading in the dishwasher.



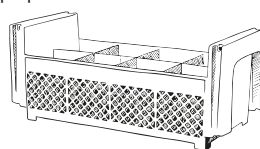
ALWAYS empty dishwasher immediately after completion of cycle and dry flatware with a soft cloth.



ALWAYS store flatware in a dry place.



ALWAYS use the proper flatware racks for ware-washing to encourage water to dry/drain quickly and minimize scratching.



Flatware DONT'S

NEVER use detergent with lemon or other citrus added.



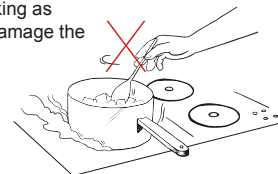
NEVER wash silver and stainless together to avoid discoloration.



NEVER use silver cleaner to wash stainless.



NEVER use flatware for cooking as intense heat could damage the flatware.



PAKKAWOOD CARE & HANDLING

- Dishwasher not recommended
- Do not use any form of chlorine bleach which will discolor
- Do not use pre-soak
- Dry immediately after washing

- Do not soak in water
- Do not use cleaning solutions containing ammonia or lemon
- Do not use steel wool to clean
- To maintain wood appearance, rub a little food safe oil on the handles monthly

FLATWARE PAR LEVELS

To calculate standard usage quantities for your establishment, select the appropriate type of operation, and then simply multiply the number of seats by the number listed below.

Example:

125 Seat Fine Dining Restaurant x Teaspoon (5) = 625 Teaspoon recommended order quantity.

100 Seat Fine Dining Restaurant x Iced Tea Spoon (1 1/2) = 150 Iced Tea Spoon recommended order quantity.

200 Seat Upscale Casual Restaurant x Dinner Knife (2) = 400 Dinner Knife recommended order quantity.

Item	Segment		
	Fine Dining	Upscale Casual	Catering
Teaspoon	4	3	3
Dessert or Soup Spoon	2	2	3
Tablespoon	¼	¼	-
Iced Teaspoon	1 ½	1	-
Demitasse Spoon	2	1	2
Utility/Dessert Fork	2	1 ½	2
Dinner Fork	2	2	3
Oyster or Cocktail Fork	2	1	1 ½
Dinner Knife	2	2	3
Utility/Dessert Knife	2	1 ½	2
B&B Knife or Butter Spreader	2	2	3

DINNERWARE PAR LEVELS

To calculate standard usage quantities for your establishment, select the appropriate type of operation, and then simply multiply the number of seats by the number listed below.

Example:

- 125 Seat Fine Dining Restaurant x 10 1/4" – 10 3/8" Dinner Plate (2) = 250 Plate recommended order quantity.
- 100 Seat Fine Dining Restaurant x Coffee/Tea Cup (3) = 300 Cup recommended order quantity.
- 200 Seat Upscale Casual Restaurant x 5 1/2" – 6 5/8" Bread Plate (2) = 400 Plate recommended order quantity.

Item	Segment			
	Fine Dining	Upscale Casual	Catering	Banquet
Bread & Butter Plates	2	2	2	6
Salad/ Dessert Plates	2	2	2	-
Lunch Plate	2	2	2	2
Dinner Plate 9 3/4" - 10"	3	1 1/2	1 1/2	2
Dinner Plate 10 1/4" – 10 3/8"	2	2	2	-
Platters 7 1/4" – 9 7/8"	1 1/2	1	1	-
Platters 11" - 15"	1 1/2	1	1	1 1/2
Coffee/Tea Cup	3	3	2	2
Bouillon, Handled or Non-handled	1	1 1/2	1 1/2	1 1/2
Mug	2	2	2	2
Saucers	3	3	2	2
Fruit Dish	3	2	2 1/2	6
Grapefruits	1	1	1	1 1/4
Cereal Bowl	1	1	1	1/2
Rim/Deep Soup	1/2	1/2	1/2	-
Coffee/Tea Pot	1/2	1/2	1/2	-
Creamer (Pitcher)	1/2	1/2	1/2	-
Service Plate	1 1/2	1 1/2	1 1/2	-

GLASSWARE PAR LEVELS

To calculate standard usage quantities for your establishment, select the appropriate type of operation, and then simply multiply the number of seats by the number listed below.

Example:

- 125 Seat Fine Dining Restaurant x 11 Oz. Water (3) = 375 Glass recommended order quantity.
- 200 Seat Banquet x 8 1/2 Oz. Wine (1 1/2) = 300 Glass recommended order quantity.
- 100 Seat Upscale Casual Restaurant x 12 Oz. Iced Tea (1 1/2) = 150 recommended glass order quantity.

Item	Segment		
	Fine Dining	Casual Upscale	Banquet
Old Fashioned / Rocks 8 1/2 Oz.	3	3	2
Double Rocks / DOF 10 1/2 - 14 Oz.	3	3	2
Beverage 12 1/2 Oz.	3	3	2
Beer 16 Oz.	2	2	2
Wine 8 1/2 Oz.	2	3	2
Flute 6 Oz.	2	3	2
Cocktail 7 1/2 Oz.	1 1/2	2	1 1/2
Cocktail 10 Oz.	1 1/2	2	1 1/2
Margarita 12 - 14 Oz.	1 1/2	1 1/2	1 1/2
Shot 1 1/4 Oz.	1 1/2	1 1/2	1 1/2
Cordial 4 Oz.	1 1/2	1 1/2	1 1/2
Juice 5 - 6 Oz.	1 1/2	1 1/2	1 1/2
Water / All Purpose 11 - 14 Oz.	3	3	3
Iced Tea 12 - 16 Oz.	1 1/2	1 1/2	1 1/2
Wine 16 - 20 Oz.	1	1	1
Flute 5 3/4 Oz.	2	3	3