handling

Glassware, China, and Flatware

for safety and profitability
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.
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.
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.
**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.
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.
- 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.
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.
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.
**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.
Always presoak flatware immediately after use. Wash flatware immediately after presoak and dry after rinsing.

Never allow flatware to remain soiled overnight.

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

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

Never presoak flatware for longer than 15 minutes.

Always change presoak solution frequently.

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.
Customer Service Feedback Line
800-982-7063