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## Glassware Handling Guide

# Maintaining Your Glassware Investment

Sparkling glassware makes an impression on your customers. Having sparkling glassware 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 and mechanical shock 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.

## MECHANICAL 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.

### proper PAR LEVELS

In addition to the ways of reducing mechanical and thermal shock, keeping proper par levels is the number one way to reduce breakage and extend the life of your glassware.

- Mechanical shock in glassware is the direct result of contact with another object.
- Mechanical shock can weaken the glass at the contact point. While the weak spot may not be visible to the eye, it will make the glass more susceptible to breakage from further impact or from thermal shock.

## THERMAL SHOCK

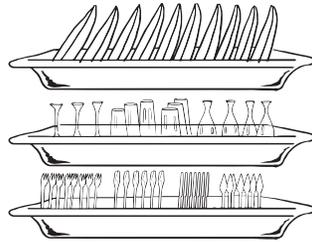
Here are some recommended tips:

- Maintain sufficient back-up inventory – and order according to recommended par levels.
- High-volume use items = three pieces x number of settings
- Medium use items = two pieces x number of settings
- Low use items = one piece x number of settings
- Specialty items = as required

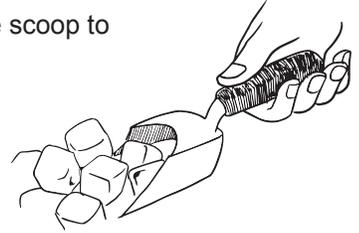
# Glassware DO'S



**ALWAYS** separate glassware, dinnerware and flatware bus tubs.



**ALWAYS** use an ice scoop to fill glasses with ice



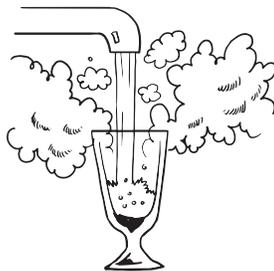
**ALWAYS** stack items specially marked as stackable



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



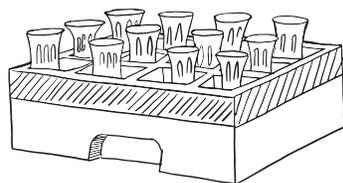
**ALWAYS** preheat glasses used for warm drinks with warm water



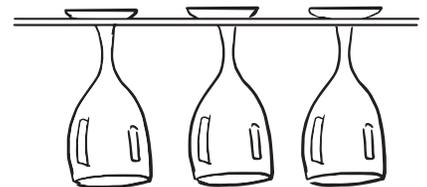
**ALWAYS** remove chipped or cracked glassware from service for safety reasons



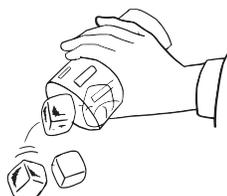
**ALWAYS** load glassware into a plastic storage rack



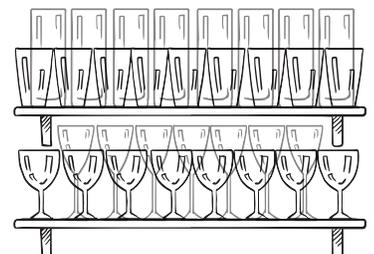
**ALWAYS** use the proper racks for each glass



**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)



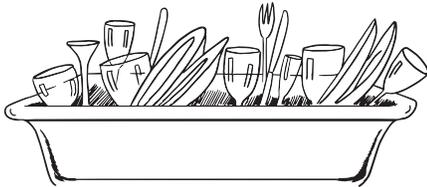
**ALWAYS** keep the proper amount of par levels for the operation



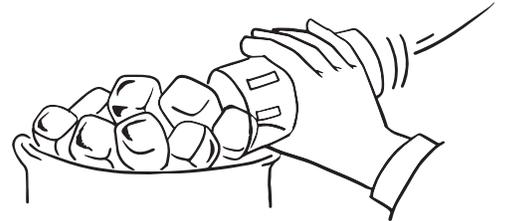
# Glassware DONT'S



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



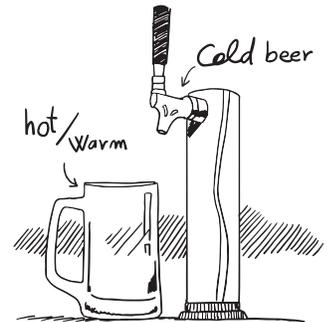
**NEVER** scoop ice with glasses



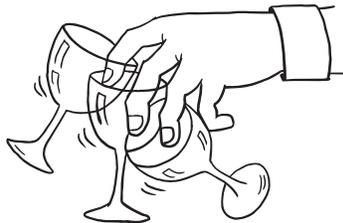
**NEVER** stack glasses that are not marked stackable



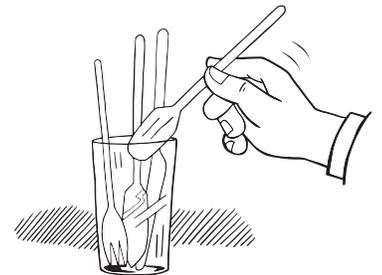
**NEVER** use a dish washer warm glass for serving cold beverages



**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)

