

# Care and Handling

## Recommendations for your foodservice establishment



You've selected your premium glassware, Reserve by Libbey®, to enhance both your customers' experiences and your bottom line.

Just as you invest in creating signature drinks and serving top-shelf spirits and wines, invest in your exquisite glassware's care to ensure its optimal performance.

### HD2 RIM AND FOOT LIFETIME GUARANTEE

If the rim or foot of any stemware item chips, Libbey® guarantees to replace or refund the price of the glass when it is returned to the dealer/distributor from whom it was originally purchased.

### HD2 RIM LIFETIME GUARANTEE

If the rim of any tumbler item chips, Libbey guarantees to replace or refund the price of the glass when it is returned to the dealer/distributor from whom it was originally purchased.

### TRAINING YOUR STAFF

Empower your staff to handle your fine Reserve by Libbey® glassware carefully and safely. Extend the life of your glass and reduce the potential for injury with these tips:

- Always take glasses to the table by placing them on a tray: **do not carry glasses upside down with the stems between the server's fingers.** Tray placement not only enhances presentation, but minimizes contact between the glasses.
- Always remove glasses from the table by placing them on a tray. Never place them in a bin. **Do not bouquet stemmed glasses or place flatware in glasses** to speed clearing.
- **Do not stack** glasses when storing.
- When serving iced beverages, always use a scoop – **never scoop ice with the glass.**
- Remove ice and allow the glass to reach room temperature before washing to prevent thermal shock.

### CLEANING IN A COMMERCIAL DISHWASHER

Reserve by Libbey® is not only elegant, but durable enough for dishwasher care. Minimize spotting, etching and damage by using the following suggestions:

- Select a proper glass rack to suit the glass height and bowl/foot diameter; **avoid contact between individual glasses.**
- Choose a gentle, phosphate-free detergent to minimize spotting.
- Use a commercial-grade dishwasher that filters water by reverse osmosis or de-ionization to minimize mineral deposits that cause spotting.
- **Follow your dishwasher care and maintenance manual.**

### HAND-WASHING

If you choose to hand wash your Reserve by Libbey® glassware, ensure a sparkling presentation by following these recommendations for hand-washing care:

- **Hold glass by the stem near the base of the bowl, not the foot.**
- Use a handled brush to clean inside the bowl.
- Choose a gentle, phosphate-free detergent.
- Rinse with water filtered by reverse osmosis or de-ionization to minimize spotting.
- When using a behind-the-bar system, follow the manufacturer's instructions.

### DRYING AND POLISHING

Present glass that shines! Follow these select methods for an optimal customer experience and an enduring glass life:

- **Don't put your hand inside the bowl** of a glass when drying or polishing.
- When drying, hold the glass by its stem near the base of the bowl, not by the foot.
- With a microfiber or lint-free cloth, dry the inside of the bowl. Then dry the sides and stem, working your way to the bottom. Finish patting the glass dry at the bottom of the foot.
- If possible, dry glass immediately after wash/rinse to minimize the need to polish.
- When polishing, use the same grip on the glass as when drying. Wrap a slightly moist cloth around a handled brush and rotate the brush around the inside of the bowl. **Do not torque/ twist the glass;** hold it steady as the brush is in motion.