

# Glassware Care & Handling

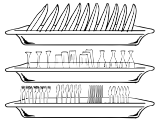
Elegant dinnerware, shining cutlery, fresh linens and sparkling glassware make an impression on your customers that is almost as important as what is on your menu. As such, high-quality tableware is a big investment — protecting and maintaining this investment is essential to the success of your operation.

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 life cycle of glassware.

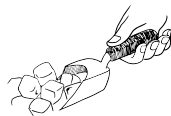
Food service glassware absorbs thermal and mechanical shocks on a daily basis. Eventually, it will give in to the buildup of these shocks, and breakage will occur. If your glassware shows the wear and tear of rigorous use, it should be retired — before it can break in-service or otherwise affect your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



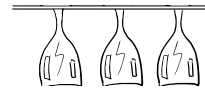
**ALWAYS** remove chipped or cracked glassware from service for safety reasons.



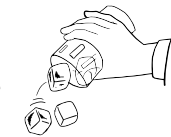
**ALWAYS** load glassware into a plastic storage rack.



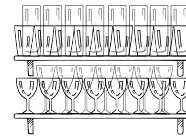
**ALWAYS** use the proper racks for each glass.



**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.

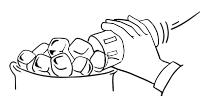


## GLASSWARE DONT'S

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



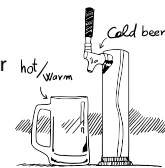
**NEVER** scoop ice with glasses.



**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).

