

Care and Handling of Glassware

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 (intense temperature change causing stress and often resulting in cracking) 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.

To get the most from your Arcoroc glassware:

Reduce the occurrence of thermal shock

- Allow freshly washed glasses to return to room temperature before going back into service.
- Preheat glassware used for drinks with warm water.
- Never use a dishwasher-warm glass for serving cold beverages.

Cut down on mechanical shock

- Utilize the appropriate warewashing rack system.
- Stack only items specially marked as stackable.
- Use an ice scoop to fill your glasses.
- Avoid glass-to-glass contact or other impact.
- Separate your glassware from china and cutlery in bus trays.

Maintain sufficient back-up inventory

Recommended order quantities

- 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

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 Cardinal International representative or call our customer service department at 973-628-0900

