HANDLING GUIDE

Why glassware breaks

Glassware is one of the most important tools used in the hospitality industry. It is also one of the hardest materials around, yet under certain conditions it can also be fragile. The number one reason for glass breakage is improper handling. This guide presents you and your staff with insights into how to minimize breakage through proper handling of your glassware. By applying these tips you can save 20-30% on glassware costs.

Thermal shock

Glass holds temperature, and a rapid change in temperature can cause enough stress to result in breakage. The main moments when thermal shock loss can occur are in the dishwashing cycle and when preparing drinks. To minimize loss always allow glasses to reach room temperature before and after they are washed and pre heat glasses that will hold warm beverages.

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.

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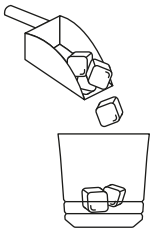
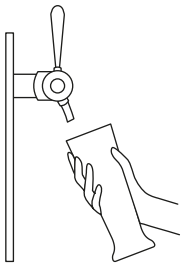
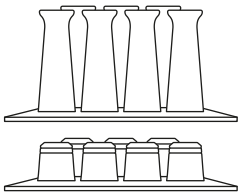
Drink Preparation



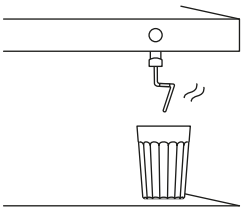
Use plastic scoops to pour ice.



Never let a glass touch the tap or dispenser.

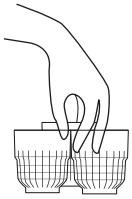


Re-stock glassware to be prepared for rush periods.

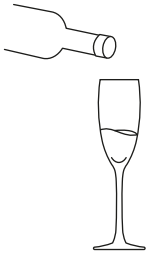


Pre-heat glasses that will hold warm beverages.

Service



Never carry glasses in bouquets.

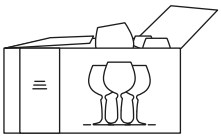


Bottles should not touch glasses when pouring.

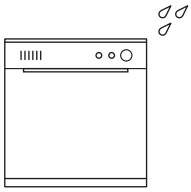
Remove glasses that are no longer in use from the table.

Glasses should not touch each other on trays.

Washing and Cleaning

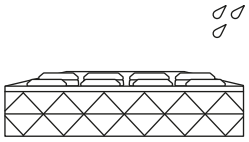


Wash before first use.



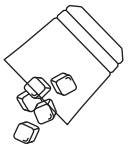
Check the temperature of the dishwasher rinsing and drying cycles.

Remove damaged or abraded glassware from service (damaged glass may break in the dishwasher).

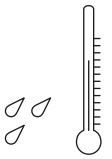


Use the correct rack for the glasses you are washing.

Hold stemware by the stem (not foot) when polishing.

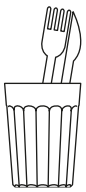


Remove ice from glasses as quickly as possible (to avoid thermal shock).



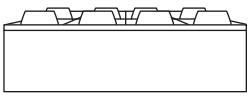
Check the temperature of the water regularly.

Sort items in bus bins and trays (do not overload them).

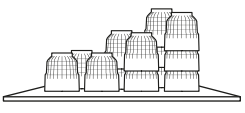


Never put cutlery or other objects inside glasses.

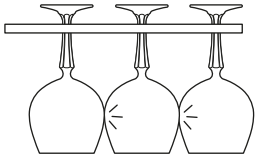
Storage



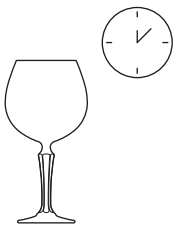
Store glasses in correct compartmentalized racks or boxes.



Only stack glasses wich are designed for this.



Glasses in overhead racks should not touch.



Allow glasses time to cool before handling them.