

# Dinnerware, Glassware, and Flatware Care and Maintenance

## Ceramic Dinnerware

### Breakage or Chipping

Improper handling has always been the main reason for breakage or chipping. To minimize this, please follow these rules:

- Do not overload bus boxes and dish racks.
- Do not use metal utensils to scrape food off dishes.
- Use the correct warewashing rack, avoid metal.
- Do not pile heavy items onto lighter ones.
- Do not stack plates too high.
- Avoid nesting cups.
- Avoid high water pressure when washing dishes.
- Make sure the warewashing machine has rubber guards.
- Wash “prep area” should have protective matting on floor.

### Scratches and Metal Marking

Scratches and metal markings can be the result of many causes. To avoid this, please observe the following:

- Avoid sliding plates on steel counters.
- Do not scour dinnerware with metal pads, steel wool, or abrasive cleansers.
- Do not allow food to dry on plates, as cleaning off the stuck food may cause scratch marks.
- Dinnerware should be placed in a soapy water solution upon removal from the table.
- Avoid overworking your china due to inadequate inventory levels.

### Stains and discoloration

Staining could be the result of a number of reasons:

- Make sure that your dinnerware is fully vitrified. All ITI dinnerware is vitrified.
- Improper cleaning procedures where food is allowed to remain unwashed after bussing.
- Pre-soaking in water over 160 degrees.
- Improper detergent concentration.
- Hard water or high iron content.
- Lime content in old equipment.
- Eroded spray nozzles

## Glassware

Glassware can be damaged in more than one way:

### 1. Thermal Shock

When glassware is subjected to a sudden temperature change, a thermal shock occurs. Rapid change in temperature, either hot or cold, can cause enough stress to result in breakage from thermal shock. Glassware should be returned to room temperature before it is put into service.

### 2. Mechanical Shock

Breakage or chipping due to mechanical shock is usually the result of sharp contact with another solid object such as flatware, another glass, or dinnerware. Sometimes mechanical shock could create an invisible crack in the glass thus rendering it weak. This glass will be more susceptible to breakage when subjected to another mechanical or thermal shock. To avoid this, never place flatware into a glass or nest glasses together unless they are made for stacking.

## Flatware

Flatware in general can discolor or show signs of rusting and pitting if not handled properly.

### 1. Corrosion

The main reason for corrosion is the impact of chlorides present in food that dissolves and attacks the stainless steel, permanently damaging the surface of flatware.

### 2. Corrosion can also result from:

- Inadequate washing and cleaning procedures and methods.
- Flatware left soiled overnight.
- Use of low-temp warewashing machines.
- Improper compound used for cleaning.
- Inadequate presoak solutions.
- Use of chlorine or long presoak times.
- Extended exposure to moisture.
- Flatware should be washed in an upright position.

### 3. Tarnishing

Stainless steel flatware usually gets buildup of foreign material, such as food soils or hard water deposits which cause black, grey discoloration. It is important for customers to see and use clean looking flatware. To ensure this look, flatware must be subjected to a detarnishing schedule.