

DINNERWARE CARE & HANDLING

Foodservice dinnerware handles a heavy workload — and while Cardinal builds our dinnerware for such usage, there are some simple steps that can be taken to significantly prolong the life and look of these products. These guidelines cover various troubleshooting and maintenance ideas that are applicable to all types of dinnerware.

- Use a plastic scraper to remove stubborn food — NEVER bang the dinnerware on the ware-washing table or waste can.
- Make sure plates are not colliding with each other (or flatware) during the dishwashing process.
- All dinnerware can be adversely affected by poor washing performance or detergent properties.

To achieve optimum results:

- Have your dishwasher serviced to ensure the rinse cycle is working properly and the correct amount of rinse agent is dispensed. If the concentration of rinse is too weak, oils and proteins are not broken down and may build up on the surface. If too strong, a layer of residue can coat the plate, enabling stains to stick.
- Use “balanced” water — A TH level (measure of calcium in water) of between 5 and 8 is recommended. Use a rinse-agent with a balanced pH level (measure of acidity/alkalinity); levels between 5 and 7 is recommended.

Dinnerware may be affected by other external factors in some cases. For example, the quality of flatware - higher grade stainless steel (18/10 recommended) is much less likely to leave knife marks on the plate. The types of food/ beverages in contact with the dinnerware, beverages with tannins, such as tea and coffee, can leave stains on the surface of tableware pieces more quickly than other liquids and food.

Arcoroc dinnerware has exceptional brilliance, and a beautiful and unique sheen. To guard these properties, periodic “soaking” is encouraged. The soak agent should be at pH level of 11-12 for maximum effectiveness against protein build-up (which contributes significantly to staining and marks). Ideally it will also contain a level of chlorine. Soaking depends on usage - dinnerware in high-volume applications, such as hospitals, may need to soak more frequently.

Cardinal Five-Year Edge Chip Warranty

Arcoroc Extra Strong Porcelain, Zenix and Chef & Sommelier Maxima offer a five-year edge chip warranty as standard on ALL pieces in our collections – yes, including the squares, rectangles and cups – yes, everything. (Conditions available upon request.)

DINNERWARE PAR LEVELS

To calculate standard usage quantities for your establishment, select the appropriate type of operation, and then simply multiply the number of seats by the number listed below.

Example:

125 Seat Fine Dining Restaurant x 10 1/4” – 10 3/8” Dinner Plate (2) = 250 Plate recommended order quantity.

100 Seat Fine Dining Restaurant x Coffee/Tea Cup (3) = 300 Cup recommended order quantity.

200 Seat Upscale Casual Restaurant x 5 1/2” – 6 5/8” Bread Plate (2) = 400 Plate recommended order quantity.

Item	Fine Dining	Upscale Casual	Catering	Banquet
Bread & Butter Plates	2	2	2	6
Salad/ Dessert Plates	2	2	2	-
Lunch Plate	2	2	2	2
Dinner Plate 9 3/4” - 10”	3	1 1/2	1 1/2	2
Dinner Plate 10 1/4” – 10 3/8”	2	2	2	-
Platters 7 1/4” – 9 7/8”	1 1/2	1	1	-
Platters 11” - 15”	1 1/2	1	1	1 1/2
Coffee/Tea Cup	3	3	2	2
Bouillon, Handled or Non-handled	1	1 1/2	1 1/2	1 1/2
Mug	2	2	2	2
Saucers	3	3	2	2
Fruit Dish	3	2	2 1/2	6
Grapefruits	1	1	1	1 1/4
Cereal Bowl	1	1	1	1/2
Rim/Deep Soup	1/2	1/2	1/2	-
Coffee/Tea Pot	1/2	1/2	1/2	-
Creamer (Pitcher)	1/2	1/2	1/2	-
Service Plate	1 1/2	1 1/2	1 1/2	-

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 (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 Cardinal 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 ware washing 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 – and order according to recommended par levels:

- 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.

GLASSWARE PAR LEVELS

To calculate standard usage quantities for your establishment, select the appropriate type of operation, and then simply multiply the number of seats by the number listed below.

Example:

125 Seat Fine Dining Restaurant x 11 Oz. Water (3) = 375 Glass recommended order quantity.

200 Seat Banquet x 8 1/2 Oz. Wine (1 1/2) = 300 Glass recommended order quantity.

100 Seat Upscale Casual Restaurant x 12 Oz. Iced Tea (1 1/2) = 150 recommended glass order quantity.

Item	Fine Dining	Casual Upscale	Banquet
Old Fashioned / Rocks 8 1/2 Oz.	3	3	2
Double Rocks / DOF 10 1/2 - 14 Oz.	3	3	2
Beverage 12 1/2 Oz.	3	3	2
Beer 16 Oz.	2	2	2
Wine 8 1/2 Oz.	2	3	2
Flute 6 Oz.	2	3	2
Cocktail 7 1/2 Oz.	1 1/2	2	1 1/2
Cocktail 10 Oz.	1 1/2	2	1 1/2
Margarita 12 - 14 Oz.	1 1/2	1 1/2	1 1/2
Shot 1 1/4 Oz.	1 1/2	1 1/2	1 1/2
Cordial 4 Oz.	1 1/2	1 1/2	1 1/2
Juice 5 - 6 Oz.	1 1/2	1 1/2	1 1/2
Water / All Purpose 11 - 14 Oz.	3	3	3
Iced Tea 12 - 16 Oz.	1 1/2	1 1/2	1 1/2
Wine 16 - 20 Oz.	1	1	1
Flute 5 3/4 Oz.	2	3	3

FLATWARE CARE & HANDLING

Strict adherences to specifications and stringent quality controls at each stage of production make Arcoroc and Chef & Sommelier flatware resistant and reliable. We meticulously scrutinize our items to ensure they are of the correct gauge, an important guarantee of durability.

Cardinal offers flatware made from **18/10 stainless steel** and is designed to withstand intensive use and industrial dishwasher conditions. Whether classic or modern, you will find the Arcoroc or Chef & Sommelier pattern that fits your needs in terms of aesthetics and user requirements. For your peace of mind, our products come with a 10-year guarantee, applicable in case of any defect in the materials or production. This guarantee is only valid if all recommendations for use (listed below) are followed. Damage due to normal wear and tear, an accident, improper use, excessive use of detergents or use of non-compliant detergents is not covered by this guarantee. Our 10-year guarantee does not cover discoloration, scratching or staining.

Directions for use:

- To prevent salt or food drying on the flatware, it must be thoroughly rinsed after use.
- Emptying the dishwasher immediately after the washing cycle and drying the flatware with a soft cloth is recommended.
- Take care to wash silver and stainless steel flatware separately, to avoid discoloration.
- Stainless steel flatware must never be cleaned using products intended for silver flatware.
- All flatware must be stored in a dry place.
- Always use cooking utensils intended for their purpose, not flatware for cooking.
- Intense heat could damage the flatware's surface and cause discoloration.
- Always separate flatware from other items in bus trays.

FLATWARE PAR LEVELS

To calculate standard usage quantities for your establishment, select the appropriate type of operation, and then simply multiply the number of seats by the number listed below.

Example:

125 Seat Fine Dining Restaurant x Teaspoon (5) = 625 Teaspoon recommended order quantity.

100 Seat Fine Dining Restaurant x Iced Tea Spoon (1 1/2) = 150 Iced Tea Spoon recommended order quantity.

200 Seat Upscale Casual Restaurant x Dinner Knife (2) = 400 Dinner Knife recommended order quantity.

Item	Fine Dining	Upscale Casual	Catering
Teaspoon	5	3	3
Dessert or Soup Spoon	2	2	2
Tablespoon	1/4	1/4	-
Iced Tea Spoon	1 1/2	1 1/2	1 1/2
Demitasse Spoon	2	*	*
Utility/Dessert Fork	3	3	3
Dinner Fork	2	-	-
Oyster or Cocktail Fork	1 1/2	1 1/2	1 1/2
Dinner Knife	2	1 1/2	3
Utility/Dessert Knife	2	1 1/2	*
B&B Knife or Butter Spreader	2	-	-