



THE WHAT, WHEN & WHERE OF



# GLASSWARE

A RESOURCE GUIDE FROM TRIMARK

THE WHAT, WHEN & WHERE OF



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Done right, glassware makes a statement about your restaurant. Whether it's a casual restaurant or fine dining establishment, glassware is an important part of the overall tabletop presentation. Once you know all of the different types, shapes, sizes, and styles of glassware available, you can then take a look at your menu, concept, typical customer, and average check size to determine what will be best for your operation.

Most foodservice operators want glassware that is durable, versatile and stylish. Knowing how much glassware to order and how to care for it can help ensure that your inventory will always be stocked.





## Types Of Glass

There are four types of glass: Crystal, Annealed, Tempered and Heat-Treated.

### Crystal Glass

Crystal is high-end glassware that has a clear, radiant finish and a smooth rim. It's known for exceptional clarity and brilliance. Crystal is most often used in fine dining establishments and hotels. It is not dishwasher safe—it requires hand washing.

### Annealed Glass

Annealed glass is produced when hot glass is slowly cooled to relieve stresses after the forming process, making it durable and strong. Glass which has not been annealed can crack or shatter very easily. If glass is not annealed, it will retain thermal stresses and significantly decrease in strength.

### Tempered Glass

Tempering uses thermal or chemical treatments to increase strength in glassware. A tempered glass has the inner surface in tension and the outer surface in compression. As a result, when a tempered glass breaks, the release of inner tension causes it to break into small pieces that can travel several feet.

### Heat-Treated Glass

Heat treated glassware is created through a special heating and rapid cooling process after the glass is formed. This secondary process is performed only on the upper portion of the glass where most abuse occurs. Heat-treated glassware offers increased resistance to mechanical shock and is recommended for fast-service cycle operations.

# Types Of Glassware

## Non-Alcoholic Glassware

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Juice Glass  
4.75 oz.



Water Goblet  
12 oz.



Stackable Beverage Glass  
12 oz.



Goblet  
17 oz.

## Beer Glassware

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Footed Beer Glass  
14.75 oz.



Belgian Beer Glass  
16 oz.



English Pub Glass  
16 oz.



Pub Glass  
16 oz.



Pint Glass  
16 oz.



Principe Beer Glass  
16.5 oz.

## Beer Glassware (continued)

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Footed Beer Glass  
16.5 oz.



Giant Beer Glass  
23 oz.



Super Beer Mug  
1 Liter

## Liquor Glassware

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Shot Glass  
1 oz.



Tequila Shooter  
2 oz.



Brandy Glass  
5.5 oz.



Rocks Glass  
7 oz.



Cocktail Coupe  
8.5 oz.

## Liquor Glassware (continued)

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Hi-Ball Glass  
9.75 oz.



Rocks Glass  
10 oz.



Double Old Fashioned  
12 oz.



Martini Glass  
12oz.



Margarita Glass  
13 oz.

## Wine Glassware

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Champagne Flute  
5.75 oz.



Wine Glass  
10.5 oz.



Wine Glass  
12 oz.



Wine Glass  
16 oz.



Wine Glass  
17 oz.



Balloon Wine Glass  
18 oz.



Wine Glass  
22 oz.



## Some Things to Consider When Selecting Glassware

When it comes to selecting glassware, it helps to answer the following questions:

- *What is my restaurant concept?*
- *What's my bar menu like?*
- *How many customers do I get in a typical evening?*
- *What does the average drink cost?*
- *What is the average check size?*
- *Who's my typical customer?*
- *Does my restaurant offer catering, special events, holidays, or Sunday brunches?*
- *What's my budget?*

## Barware

In many restaurants, a big part of the profits come from the bar. That's why it's important to take some time to analyze your bar menu, typical customer and average bar bill.

For example, if you have an extensive wine list, you should offer different types of wine glasses. If you offer a wide variety of craft beers, then the beer glassware should complement the beer menu. With high-end cocktails, the barware choices become even more extensive.

However, some restaurants may choose to have a "universal" wine or beer glass.

# Presenting the Perfect Wine Glass

The perfect wine glass will showcase the finest qualities of taste, clarity, color, aroma and mouthfeel for each varietal, and will help you get the most from your wine list.

## THE RIGHT TEMPERATURE

38°–50°F	44°–56°F	54°–64°F	62°–70°F
<b>Sparkling Wines</b> <i>Champagne</i> <i>Prosecco</i>	<b>White Wines</b> <i>Riesling</i> <i>Chardonnay</i>	<b>Lighter Red Wines</b> <i>Zinfandel</i> <i>Pinot Noir</i>	<b>Complex Red Wines</b> <i>Bordeaux</i> <i>Cabernet Sauvignon</i>

## THE RIGHT PAIRING



Rich reds like a cabernet sauvignon require equally robust counterparts like red meat, sharp cheese or dark chocolate.

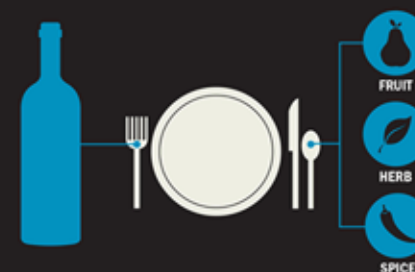
Seafood, poultry and pork dishes are almost universally accented by white wine.

## THE RIGHT GLASS



- 1 SPARKLING WINES**  
Tall, narrow flutes help preserve the bubbles in your bubbly.
- 2 WHITE WINES**  
A traditional, tapered glass with a medium-sized stem will help keep your chardonnay fresh and cool.
- 3 RED WINES**  
A larger, rounder glass is required to aerate the wine and unlock its taste-telling notes.

Focus on uniting the aromatic elements of your food to your beverage.



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## Customizing Glassware

To help showcase your establishment's brand, theme and menu, you may want to consider customized glassware. Customized glassware is a way to make your customers' overall dining experience more positive and memorable. It can help give more eye appeal and drama to the overall dining experience.

Custom designs or logos can be added to glassware by printing or screening the design onto the glass. This allows a great deal of creativity with colors. An elegant way to customize glassware is to etch or engrave the design into the glass. This is often seen in high-end clubs or hotels.



Make a real splash on the entire tabletop by adding customized dinnerware, glassware, flatware, and accessories!

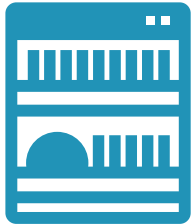
# How Many Do I Need?

## Opening Orders & Reorders

It's crucial to order enough glassware to serve your customers, and have enough in stock when inevitable accidents happen. Here are some suggestions for opening orders and reorders that will help you keep your glassware inventory fully stocked.

*To determine the quantity of each item needed, multiply the number of seats at your restaurant by the ordering factor shown for each item to the right. Quantities vary depending on whether it is for bar service, semi-formal or formal dining.*

**Example: A 125-seat Formal Dining venue should carry 375 Water Goblets (3 x 125).**



Be sure your dishwasher is fast enough to handle multiple loads of glassware, especially during peak periods.

		BAR SERVICE	SEMI-FORMAL DINING	FORMAL DINING
Beverage	Beverage	3	3	3
	Water Goblet	2	3	3
	Iced Tea	2	3	3
	Juice	1.5	1.5	1.5
Liquor	Hi-Ball	1.5	1.5	1.5
	Rocks	3	3	3
	Double Old-Fashioned	3	3	3
	Martini	1.5	1.5	1.5
	Cocktail Coupe	1	1	1
	Margarita	1.5	1	0.5
	Brandy/Cognac	1	1	1
	Shooter	1.5	0.5	0.5
	Shot	1.5	0.5	0.5
Wine	Light-Bodied Red Wines	1	1.5	1.5
	Full/Medium Bodied Red Wines	1	1.5	1.5
	Light/Medium Bodied Red Wines	1.5	1.5	1.5
	Full-Bodied White Wines	1.5	1.5	1.5
	Champagne & Sparkling Wine	0.5	1	1
	Dessert Wines	1	1	1
	Multi-Purpose Wine Glass	1.5	1	1
Beer	Pint Glass	3	3	3
	Pilsners	3	3	3
	Giant Beers	3	3	2
	Pub Glasses	2	2	2
	Tulip Stems	2	3	3
	Beer Stemware	2	3	3
	Belgian	1	1	1
	Steins & Mugs	3	2	1



## Glassware Care & Maintenance

It's not uncommon for glassware to break, smudge or chip. However, there are some things you can do to prevent glassware damage—and even prolong its life. Here are some common problems with glassware, along with some techniques for how to solve them.

### Mechanical Shock

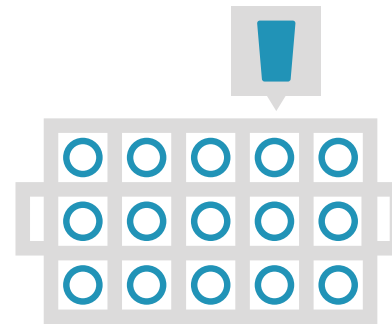
Mechanical shock in glassware is the direct result of contact with another object, such as flatware or another piece of glassware. This kind of contact can cause a minute abrasion, invisible to the eye, but eventually become a source of weakness in the glassware, making it more susceptible to breakage from impact or thermal shock.

## Thermal Shock

Thermal shock is the result of glass experiencing a sudden temperature change. Glassware holds temperature, and a rapid change in temperature can cause enough stress to result in breakage. For example, a glass warm from the dishwasher should not go directly into service. Cold water or ice should not be put into a warm glass. In all cases, glassware needs to reach room temperature before being taken to the other extreme.



Always use an ice scoop for ice.  
Never use glassware to scoop ice.



Glass racks are essential to  
preserve the life of your glassware.

## Stains or Discoloration

Improper cleaning procedures can result in glassware chipping, breaking or becoming foggy or discolored. Glassware can become stained or discolored when it remains unwashed, is pre-soaked in water over 160°; or if the wrong detergent concentrations is used. Old dishwashing equipment or clogged or eroded spray nozzles can also cause glassware to stain.



## General Handling

- Never overload bus trays.
- Always sort all items in bus trays.
- Utilize the correct rack system for tumblers and stems.
- Never carry more glasses than you can safely handle.
- Keep adequate supplies of glassware to prevent recently washed items from going directly into service.
- Check dishwasher temperature twice daily.
- Never put cold water or ice into a warm glass.
- Never use glassware to scoop ice.
- Color code racks for different glass, glassware, and flatware items.
- Always keep receiving area neat and clean.
- Always remove scraps carefully with rubber scraper or water spray.
- Always load like items in each dish rack.
- Always handle glassware carefully.
- Remove severely abraded glassware from service.
- Do not stack silverware in glasses.

# Conclusion

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**Done right, glassware makes a statement about your restaurant. Whether it's a casual restaurant or fine dining establishment, glassware is an important part of the overall tabletop presentation.**

Once you know all of the different types, shapes, sizes, and styles glassware available, you can then take a look at your menu, concept, typical customer, and average check size. At that point, you begin to narrow down your options. But in the end, it comes down to one basic question: *what kind of glassware is going to work best for your business?*



## Are you ready to take your tabletop to the next level?

Let TriMark help you take your tabletop vision to the next level. Our experienced team can help you select glassware that's right for you. Whether it's a restaurant, hotel, country club, or large scale entertainment venue, we can guide you toward choosing glassware that suits your needs and business.



TriMark offers foodservice operators a new level of service by combining the hands-on support and local market knowledge of a strong regional supplier with the purchasing strength, industry expertise, and delivery capabilities of a national company. We work closely with our customers; who include national restaurant chains, independent restaurant operators, healthcare facilities, entertainment venues, and many other segments; to provide the products and services that will help them operate more efficiently and realize better bottom line results.

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