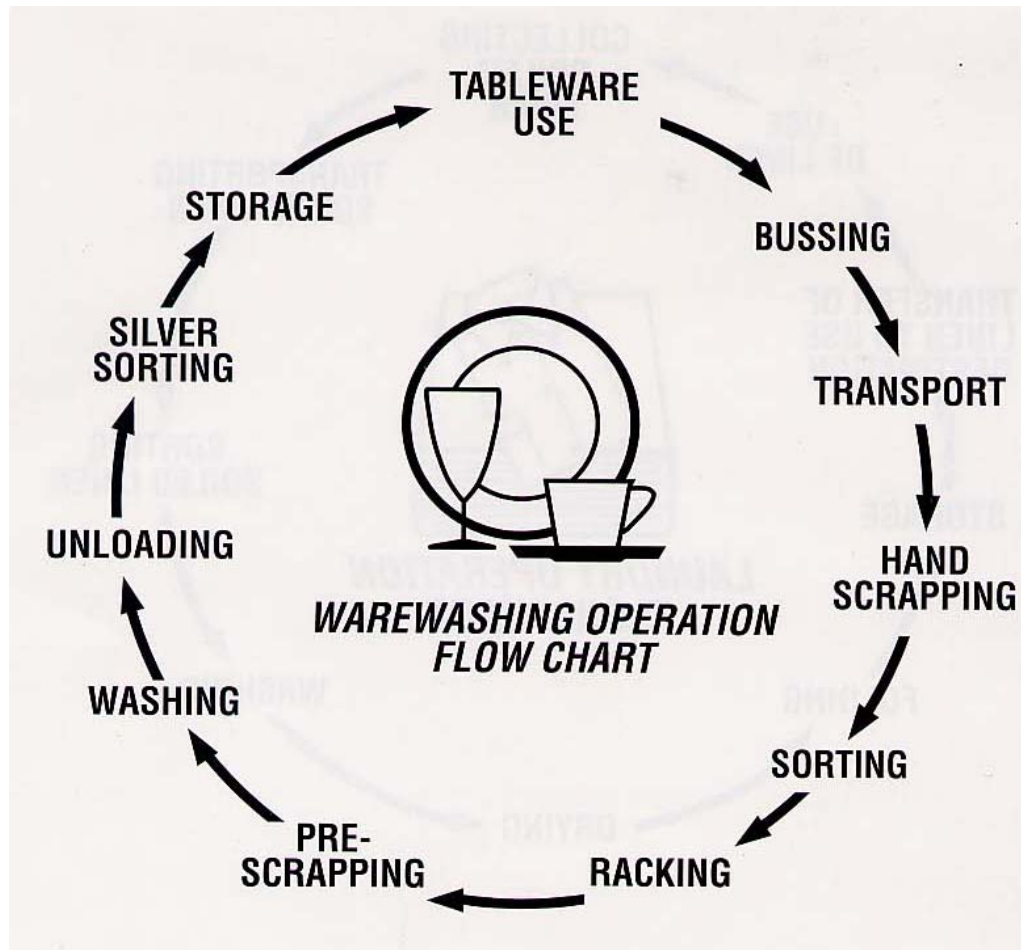


# Chief Steward Certification Programme



**ECOLAB®**

# China, Glass & Silver Breakage Analysis Programme



# China, Glass & Silver Breakage Analysis Programme

## BREAKAGE REPORT

### **AIM:**

To study the reasons why and where china, glass and silver is broken or lost. After the problem areas are identified, suggestions will be made to the management on how to reduce the breakage or loss.

### **SYSTEM:**

Every phase in the material circulation, from the table to the dishwashing machine and back, will be thoroughly examined.



## China, Glass & Silver Breakage Analysis Programme

### **CLEARING THE GUEST TABLE**



**There are many ways to clear off the table:  
The most important aspect is correct organisation.**

**A tray on a basket makes the transporting easier.  
If the glasses and cups are emptied immediately it  
avoids over splashing which causes breakage.**

**If serviettes, table linen and waste are kept separate  
from the tableware, it ensures that the dishes do not  
topple over while being transported.**

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### **TRANSPORTING TO DISHWASHING AREA**

The best way to transport tableware is on rolling equipment.

It is also important to check the condition of this equipment regularly.

If trolleys are not used, the material should be carried carefully on trays.

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## TRANSPORTING TO DISHWASHING AREA

In some restaurants, especially in Silver-Service restaurants, the waiters carry the material to the dish room.

In this case they should take care that the dishes be removed from the tables according to type and size.

Cutlery and food soil should be kept on separate plates.

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### **BUSSING TABLE TO DISHROOM**

It is essential to use the “Decoy-System”.



The soiled tableware is placed on the dish table grouped according to size and type.

This allows the machine operator to rack the dishes and glassware speedily when he has enough of the same size and type to make best use of the capacity of the dish machine.

(This saves energy, water, detergent and breakage.)

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### **BUSSING TABLE TO DISHROOM**



It is called the decoy system in that samples of the various pieces of tableware are set out on the soiled dish tables as decoys or guides for the waiters to follow.

A refinement of the decoy system is to have overhead racks over or near the soiled dish table for glasses, cups, cans etc.

Each rack should contain a specimen as a decoy.



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## LOADING THE DISHMACHINE

Correct racking and loading not only saves time but also helps get better results.

Rejects have either to be soaked, washed again or cleaned by hand, which increases breakage.

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## LOADING THE DISHMACHINE

Our aim is therefore clean, dry china and glassware with one passing through the machine.

Reduce handling as much as possible.

# China, Glass & Silver Breakage Analysis Programme



## CLEAN TABLEWARE HANDLING

It is very important to transport all items on rolling equipment.

If the decoy system is properly used the tableware can be easily stacked in groups according to item.

This system will also assist the waiters in preparing for service.

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## STORING THE TABLEWARE



A good storage system takes into account three elements:  
A proper location, sufficient space and a quick identification of items.

### *Location:*

The storage area should be between the dining room and the dishwashing area. The area should be kept clean and tidy.

### *Sufficient space:*

To accommodate all items needed for daily service.

However, surplus material should be removed to the general store room.

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## STORING THE TABLEWARE



*Quick identification:*

The different types of material should be segregated and stored according to size and type.

A picture or other visual aids can be of assistance in this area. By this means, the same items of tableware will always find their way back to the same spot.

The waiters will automatically go to the right spot in the storage area for their needs.

# China, Glass & Silver Breakage Analysis Programme

## GENERAL RECOMMENDATIONS



1. Regular training sessions in the handling of tableware for stewards, waiters and kitchen staff.
2. Your Ecolab servicemen will be of assistance to you in this area.
3. Reduce handling as much as possible.
4. Use racks, baskets and rolling equipment wherever possible.

# China, Glass & Silver Breakage Analysis Programme

## GENERAL RECOMMENDATIONS



5. All garbage cans should be checked for material at the back of the house.
6. Use par stocks for all tableware. This avoids running short of material on the one hand and unnecessary large stocks on the other. Both extremes lead to a higher breakage.

# China, Glass & Silver Breakage Analysis Programme

## GENERAL RECOMMENDATIONS



7. All losses should be recorded for each item. These figures can be worked out from the material inventories. Special breakage reports can be used to identify the danger areas.
8. Inventories should be done on a regular basis.
9. Correct budgeting and ordering is essential.



# China, Glass & Silver Breakage Analysis Programme

## GENERAL RECOMMENDATIONS



Yearly budgets and orders for every item should be done as follows:

Average monthly loss x 12  
+ par stock  
- physical stock from last inventory  
- orders yet to be delivered  
= amount to be budgeted or ordered

Some areas where breakage occurs will be easier to influence than others. In some cases it will be necessary to invest, in others the aims can be achieved simply through staff training or a change of system.