

# Loss

# Control



FARMERS

## Information Bulletin

### Glassware

Glassware is common throughout the food service industry. It are found in the kitchen, dish wash area, bar, and food service areas. The potential for glassware injuries must continually be on the mind of everyone in the operation.

Broken glassware in the kitchen must be cleaned up immediately to prevent injuries to employees or contamination of food being prepared for patrons. Any time that glassware is broken in the food preparation area, it is imperative that any potentially contaminated food products be discarded immediately to reduce the potential of injuries to patrons consuming the food.

When glassware is broken in the patron service area, all employees must know that it is a priority to not only address any possible spilled liquid but to investigate the extent to which any glassware may have traveled. Explore the possibility of contamination of patron's food or beverage as well as possible sharp shards or slivers of glass on the floor. Taking the precaution of replacing a guest's food or drink will demonstrate your concern for your customer and will most likely build loyalty with the customer or those noting the situation who are seated nearby.

Bar glasses and bar stock containers are another source of potential broken glassware. Since much more ice is used in the bar area, it is important to locate ice makers and ice bins away from service and bar glass washing areas. This will assist with reducing the potential of glass in the ice which could cross contaminate the drinks of others in the bar area. Similar clean up and replacing of customer's drinks applies in the bar as well as in the food service areas.

Any time there is alcohol service, management needs to keep in mind that over-served patrons could become unruly or lacking in self-control. In these cases, the patrons could use the glassware as a weapon or projectile. All bar and liquor service employees must be aware to the condition of the patrons that they are serving and alert management when they perceive the potential of an out of control patron. Management must act immediately in these instances to avoid catastrophic results.

As you can see, glassware in the food service industry presents a wide variety of potential exposures to employees and to customers. Employee training is the key to controlling and reducing the potential impact of incidents or accidents involving glassware.