



## Tableware Handling Guidelines

| MAKE SURE IT'S RAK |





## PORCELAIN CARE AND HANDLING METHODS

RAK Porcelain's exclusive collections have been developed with several years of manufacturing expertise, technique and passion. Our products cater to a variety of establishments in HORECA, airlines, cruise liners, palatial events, hospice care and retail segment each of which demand diverse requirements. We offer service excellence to the tableware industry and inspire experiential dining among HORECA specialists.

Designed to surpass quality control standards and ensure maximum food safety. RAK Porcelain's tableware is a promising investment owing to its quality, performance and durability. Increase the life span of your porcelain ware and reduce replacement costs by practicing easy methods to care for these tabletop professional products.





# Porcelain Do's

## ■ WASHING

- Rack dishes immediately upon reaching the cleaning table
- Keep proper space on cleaning tables in dish washing areas to allow loading and unloading of dishes
- Remove left overs with a rubber scraper, gloved hands or water spray
- Ensure optimum water temperatures for pre-wash 110° - 140°F & wash at 150° - 160°
- Load the dishwasher adequately in size appropriate slots
- Ensure the rack holds the wares steady against water spray pressure

## ■ STORAGE

- Allow dishes to dry and cool thoroughly before handling and stacking
- Place items carefully onto each other, never slide
- Always stack dishes of same sizes together – no higher than 12"
- Ensure all racks and conveyors are plastic coated on contact surfaces
- Load items in appropriate dish racks without piece to piece contact
- Place cups and other hollowware in specifically designed racks
- Separate metal and glass from porcelain, sort like items in tote boxes or bus pans





## Porcelain Dont's

- Allow dirty dishes to pile up
- Jam pack dishes together – ensure sufficient separation
- Use metal trays and bus boxes
- Over load storage space and dishwasher unit
- Use metal utensils or other dinnerware to scrape
- Pre-soak dishes – this affects glazing
- Bang dishes against each other
- Stack hot or wet porcelain items – allow them to dry
- Stack cups and mugs – always store in plastic racks
- Drop items into self levelling dispensers
- Store dishes in high traffic areas like corridors or doorways
- Scour dishes with abrasive pads or cleansers
- Serve with inadequate dinnerware inventory to prevent overworking





# Minimizing Porcelain Chipping

■ **Most chipping and breakage happen due to misuse and improper handling in the dishwashing area. Our porcelain is highly durable, in most cases with reinforced rims, however rough handling must be avoided at all times.**

- Adequate staff training and simple verbal reminders at all times for proper handling techniques
- Incentivise employees for low breakage records on the work floor
- Place reminders in the work areas and hand out manuals as required
- Set aside a separate container for broken tableware to determine source of frequent
- breakage
- Regular inspection of dishes to identify signs of damage
- Maintain proper inventory of dishes during rush hours when serving large crowds





# Signs Of Improper Handling

## ■ Understanding Signs Of Improper Handling

**The** damage shown in the image (1) is often caused from banging the plates on a metal or against other hard surfaces to remove leftover food stuck to the plate. This type of manhandling is one of the most common reasons of breakage and is the easiest to avoid.

**Always** remove left overs with rubber scrapers, gloved hands or water spray as banging against a waste bin or other dinnerware causes unnecessary chipping and breakage thereby raising costs.

**Another** common mistake in handling porcelain occurs during the stacking of dishes after they are cleaned and are being set on the shelf (see photo 2). Kitchen staff often 'slide' the dishes on top of one another, which causes the base of the plate to hit the rim of the next.

**Avoid** it by simply 'placing' each plate on top of another

Maximize your tableware investment, increase your bottom line and enhance a lifetime's experience with RAK Porcelain tableware!







## STAINLESS STEEL CUTLERY CARE AND HANDLING METHODS

To prolong the life of your cutlery for as long as possible, we recommend you care for them as follows:

- Wash them under running water after use, as stains develop quickly if salty components and acids contained in food are not removed.
- Steam and condensation due to hot water causes staining and premature corrosion, cutlery should be dried as soon as possible to remove all traces of water.
- Stains are also caused by aggressive detergents and their excessive usage, therefore check washing installations regularly. Ensure that knives' blades placed in the cutlery holder do not touch other metal utensils, so that you avoid stains and damage by other items.

Stains, stubborn dirt and corruptions can be easily removed with a scouring sponge. In most cases where the residue is not completely removed after washing/rinsing, cutlery gets rusted in dishwashers due to corroded materials such as screws or rivets from saucepans or frying pans.

Water hardness: The amount of salt in the dishwasher depends on the hardness of the supply. It is important to follow the manufacturer's recommendations, as the incorrect dose may have a negative effect on cleaning results, cutlery lifespan as well as the service life of the machine.





## OPULENCE RANGE CARE & HANDLING METHOD

This particular collection is made from exquisite quality porcelain catering to the hospitality industry, using different decoration techniques. METALFUSION, PEBBLES, COBBLES, GOLDEN, PURE and ANTIC were conceived by our research and development team and they come with RAK Porcelain's professional warranty. The double coating on these items is specially designed for usage in the hospitality industry. It is non porous, contains no harmful agents or chemical products and meets every mandatory standard for safe food contact. Hand decorated with pulverised enamel, the pieces are treated with a complex electrolytic process.

PLATINUM is decorated using a traditional artisan process. The lines of silver are applied individually by a freehand decorator. Decorations are painted onto the enamel giving it a dazzling sheen. To ensure the longevity of your products, special attention is required

## HANDLING

### ■ WASHING

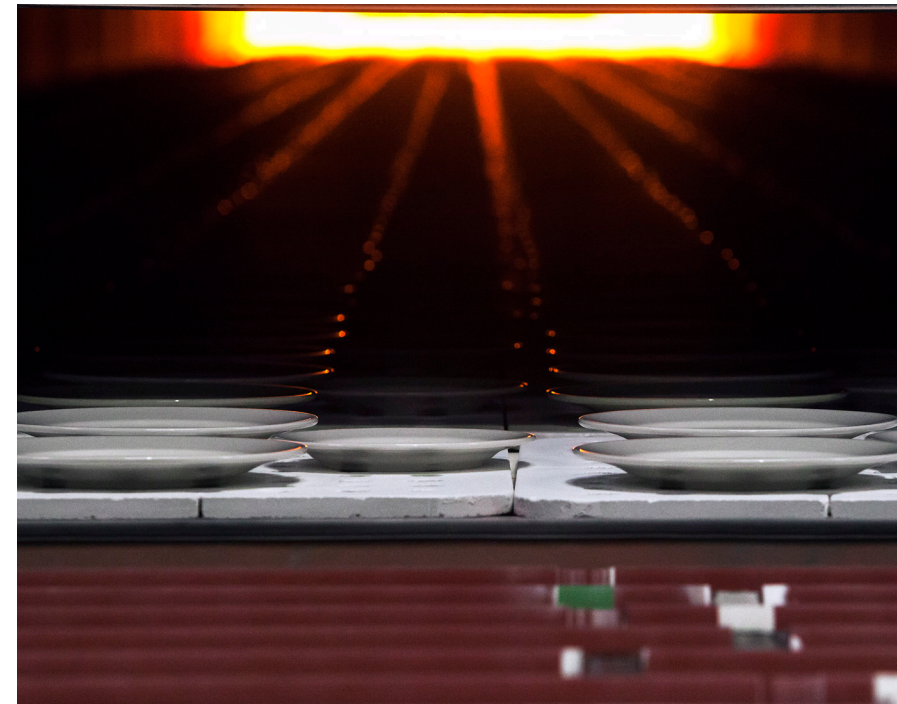
- To protect the glaze, make sure to stack the items vertically without sliding them
- Chips and cracks often occur as a result of incorrect handling during washing or storage
- Do not tap the plates on the edge of the refuse bin. Instead, use a specific utensil or water to remove any surplus food on the plates
- As with all porcelain products, ensure you do not subject the items to sudden extreme
- temperature changes e.g. by submerging a hot item in cold water

## ■ BAKING

The Opulence range is not suitable for baking: it must strictly not be placed in a conventional oven, microwave or under a salamander grill.

## ■ MAINTENANCE

- Any metal particles from knife blades remaining on the plates can be removed using a scouring pad and/or porcelain cleanser, without altering the surface of the products.
- Check the quality of your cutlery and clean your kitchen work surfaces regularly, for example with a water and vinegar mixture.
- **Attention:** decorated surfaces (gold, silver, bronze) are more susceptible to abrasion.
- Special care should be taken when washing to prevent friction between the surfaces
- Follow the instructions of your detergent supplier for dosage and usage recommendations
- Make sure your dishwasher is professionally serviced
- Always rinse the items after use and prior to loading the dishwasher
- Always use different cycles for washing glasses, porcelain, cutlery, or cooking utensils (pots and pans). This will ensure the removal of any metal particles that may settle on the porcelain.
- Platinum range: hand wash only, do not use scouring pads





## ■ LIMITATIONS

- **Microwave ovens**

RAK Porcelains dishes may be used in microwave ovens, however collections with metallic decorations must not under any circumstances be subjected to this heating method, as the resulting electric sparks will damage your equipment. These products are identified in our catalogues with the symbol XX.

- **Ovens, plate warmers and salamander grills**

Our products are manufactured to resist high temperatures without undergoing any alterations. You may safely place plates and dishes in plate warmers and under salamander grills. With the exception of certain items, it is not recommended to use plates for baking in the oven.

- **Wooden items**

The wooden items in our collections are specially treated to be highly durable. They must be hand cleaned using a mild detergent and never be placed in the dishwasher.

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## ■ INDUCTION SERVEWARE AND COOKWARE

The products purchased from the Chef's Fusion collection are manufactured by RAK Porcelain L.L.C in United Arab Emirates. Made with high quality non-porous porcelain the dishes have sound thermal properties to maintain the perfect temperature at dining tables and buffets and are ideal for cooking.

■ **Statutory Warning : Please read the instruction manual and follow the guidelines accordingly. RAK Porcelain will not be liable / responsible for damage and claims in the event of improper handling and usage.**

- The Cocottes and dishes are designed to maintain optimum food temperatures on induction, radiant ovens and bain-marie type heating devices.
- Always re-heat food in another container and then pour the contents into the dish
- Use Chef's Fusion dishes for wet rather than dry recipes
- Immediately remove dishes from the heat source once they are empty
- Never use these dishes on open flames directly







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